



TÜV Rheinland: Flexible, Automated Certificate Creation with SAP® Document Builder



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TÜV Rheinland Group

Industry

Professional services – technical service provider

Products and Services

Technical services for testing, inspection, certification, consultation, and training

Web Sitewww.tuv.com**SAP® Solutions**

SAP® Document Builder application



With data volumes and sources constantly on the rise, consolidating and processing information to meet specific business requirements can be challenging. TÜV Rheinland Group handles a vast amount of metrics collected from questionnaires and observations during audits in the business of system certification. Now, with the help of the SAP® Document Builder application, the company can automatically generate customer certification – **compiling documents quickly and easily.**

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Steadfast commitment to safety and quality

TÜV Rheinland was founded in 1872 and is headquartered in Cologne, Germany. The organization is a leading global provider of testing, inspection, and certification services for a wide range of industries. It is committed to verifying the safety and quality of its customers' products as well as management systems. To this end, it performs regular, comprehensive auditing and offers a wide range of testing and certification services. As a neutral third party, TÜV Rheinland is an invaluable mediator in the three-way tug-of-war between man, technology, and the environment – developing sustainable solutions to meet diverse, often conflicting, needs.

The TÜV Rheinland portfolio includes the inspection of technical equipment, products, vehicles, and services as well as the certification of management systems and IT systems, industrial machinery, medical devices, furniture, textiles, and more. In addition, the company delivers diverse training and consulting services, helping customers meet stringent quality requirements.

Drawing on its extensive experience, TÜV Rheinland makes a valuable contribution to the development of new innovations. The Group operates in 65 countries, including Germany, India, Chile, the United States, Japan, and China. In 2012 it had 17,200 employees across the globe and posted revenues of €1.5 billion.



17,200
Employees



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Uniform standards across the globe

TÜV Rheinland's vision is to implement uniformly high standards of quality and safety worldwide. It also aims to conciliate the conflicting priorities posed by man, technology, and the environment.

Health and safety, quality, efficiency, and compliance are among TÜV Rheinland's key objectives. Hand in hand with these aims goes a high degree of social and environmental responsibility. To promote the long-term improvement and standardization of safety and quality across all continents, the company has been an active supporter of the United Nations Global Compact since 2006.

A reliable, global IT backbone is central to achieving the organization's goals. And for the last 30 years, TÜV Rheinland has made SAP its partner of choice. "We began to roll out SAP functionality back in the

1980s," explains Stefan Lattermann, responsible for cross-functional application development at TÜV Rheinland. "And we have been gradually evolving the landscape into a strategic platform ever since. Today, almost all our business processes run on SAP software." This applies to back-office processes such as sales, marketing, accounting, and financial control as well as core tasks, including testing, auditing, and certification.

Now, TÜV Rheinland has turned to SAP for support in another key business area. To streamline the creation of paper and digital certificates issued to customers following an audit, TÜV Rheinland has implemented SAP Document Builder. "We were looking for an automated, centralized solution that would replace the multiple local applications we deployed for this task. The new system needed to deliver fast, efficient results and help us reduce manual processes," says Lattermann.



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A strategic partnership

To ensure tight integration with the company's existing IT environment, TÜV Rheinland opted for an SAP application that can be rolled out to additional locations easily. "This decision was based on our widespread strategy of implementing standardized software whenever possible. Since our entire environment largely comprises solutions from SAP, selecting the vendor was a logical step," remarks Lattermann. "Moreover, when we browsed the market, we discovered there was no other tool out there that could fulfill our specific needs."

For the implementation of the International Certification Management System (ICMS), Lattermann and his colleagues teamed up with HELASOFT GmbH, an IT solution delivery and development company with a firm focus on SAP. HELASOFT provided complementary advice and support and created a Web-based user interface for the ICMS tool based on audit management functionality from SAP, including SAP Document Builder, in line with TÜV Rheinland's specifications.

"Our strategy in the IT department is to operate a homogeneous landscape centered on SAP software."

Stefan Lattermann, Cross-Functional Application Development Lead, TÜV Rheinland Group



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Expert guidance

Implementation partner HELASOFT has extensive experience with audit; environment, health, and safety; product lifecycle management; and sustainability solutions as well as with the development of SAP software-based Web user interfaces. Furthermore, the company has worked with major organizations on large-scale rollouts in the past and, as a result, could bring a wealth of knowledge to the table.

“It was a technically demanding project,” recalls Lattermann, “with a one-year concept-building phase followed by a one-year implementation and a two-month pilot. During this entire period, we worked extremely closely with the experts from HELASOFT. The excellent collaboration was a real highlight of the engagement.”

One of TÜV Rheinland’s requirements was an intuitive cockpit to keep track of activities in SAP Document Builder. This new interface would be used alongside the solution’s original GUI. HELASOFT was responsible for the design and development of the Web-based feature and for coordinating with decision makers at TÜV Rheinland to tailor the cockpit to real-world needs. “The implementation work went smoothly as TÜV Rheinland’s design concepts and processes were detailed and sophisticated,” states Markus Noertemann, consulting lead at HELASOFT.

Following successful implementation of the solution at corporate headquarters in Cologne, plans are under way to extend SAP Document Builder to other TÜV Rheinland sites around the world.

“This project was characterized by excellent teamwork and a spirit of partnership throughout. The successful outcome was definitely a product of this approach.”

Stefan Lattermann, Cross-Functional Application Development Lead, TÜV Rheinland Group



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Efficient certificate creation

SAP Document Builder quickly and easily generates simple and complex text documents based on customer-defined business rules, formats, templates, and content. It offers rapid population of fields – for example, for addresses – and logo import. The solution delivers output in Microsoft Word or PDF and is fully compatible with Adobe Interactive Forms. It offers standardized processes and visibility across the entire document-generation lifecycle – in the form of cockpits, reviews, and reports.

SAP Document Builder delivers a role-based user experience tailored to individual tasks and responsibilities. Furthermore, it features a flexible interface that can be modified in line with customer requirements.

The software integrates smoothly with all SAP software modules. As a result, there is no need to enter data directly into the application; the latest, up-to-date information is automatically imported from the back-office software environment.

In addition, SAP Document Builder can generate one-off or batch documents in one or more languages and supports around 19 languages.



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Faster, more flexible document creation

Since implementing SAP Document Builder, TÜV Rheinland has been reaping a host of benefits. “The solution gives us the speed and flexibility we need to generate accurate certificates following customer audits,” explains Lattermann.

The SAP application is fully scalable, making it a future-proof choice for the organization. “Our previous system had reached its maximum capacity and couldn’t be expanded. But this one has unlimited scope for growth and will support us for a long time to come,” Lattermann continues.

SAP Document Builder has brought efficiency gains and more streamlined document processes to TÜV Rheinland. And the company expects to see cost savings and accelerated response times too. In addition, the application has an interface to TÜV Rheinland’s business intelligence software, as well as to other back-office applications. This gives users visibility into the entire IT landscape and provides a central, one-version-of-the-truth approach to certificate generation.

Moreover, external partners can be easily integrated through a dedicated interface, helping them access the solution from outside the company.

“Thanks to SAP Document Builder, we enjoy greater integration and significantly improved efficiency.”

Stefan Lattermann, Cross-Functional Application Development Lead, TÜV Rheinland Group



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SAP Document Builder in the future

Lattermann and his colleagues at TÜV Rheinland have now had time to experience SAP Document Builder in a live environment. They are pleased with what they have seen. Currently, plans are under way to roll out the solution to 50 additional sites around the world. "We hope to complete this undertaking by the end of 2014," reveals Lattermann.

But the journey will not end there. "We are looking into extending the benefits of this powerful application to other areas of the business," he explains. "We can see it being useful for the creation of training manuals and documents used by our consulting teams."



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