

## Endress + Hauser | InfoService Intelligent IT - Cost Allocation



In the area of data collection, SAP offers several options for the retrieval and editing of service types: e.g. CPU-seconds, data transfer and print volume. Regular SAP-Systems do not have the flexibility nor the transparency of a service-related IT-cost allocation. Data retrieval and editing of the service data therefore remains incomplete.

Endress+Hauser   
People for Process Automation



### The Endress+Hauser Group

Endress+Hauser Group, represented worldwide, is a leading supplier of measuring instruments and automation solutions for the industrial process engineering industry. The Swiss corporation includes 72 companies in 37 countries and 19 international production facilities. Endress+Hauser offers a wide range of sensors, equipment, systems and consulting services in the areas of gauges, flowmeters, pressure gauges/manometers, and temperature measurement; as well as liquid analysis and measurement data registration. In addition, Endress+Hauser also offers support in connecting field devices to process control systems via data bus; as well as automatic control solutions and logistics solutions. Endress+Hauser clients are mostly from the fields of chemical, petrochemical and pharmaceutical, food, water and waste water, energy as well as oil and gas industries. Endress+Hauser helps these clients to optimize their procedural processes according to aspects in environmental protection, security and cost-effectiveness.

### Limitations of the SAP® Systems

Retrieved and compressed data provided in regular SAP® Systems do not meet Endress+Hauser InfoServe requirements. They are either much too compressed or according to incorrect criteria. Functions that would make it possible to export the service data, or to integrate billing in the internal CO or SD are not provided.

The steadily growing system environment of the NEW-Dimension-Systems (e.g. BW, APO, CRM) make the system environment of Endress+Hauser quite complex. The system-wide combination of the components make the integration/compatibility and aggregation of data in a standard SAP® system impossible. Endress+Hauser InfoServe was therefore looking for a software product that edits the already available data from the SAP systems according to the following requirements.

### Requirements

Requirements that a software product for service-related IT-cost allocation needs in order to execute a central ,billing‘:

- » Central entry or data retrieval
- » Central evaluation and storage
- » Integration in the SAP-System environment (ABAP, BAPI, RFC)
- » No software- or hardware dependencies
- » Integration of so-called fixed costs, which are manually maintained in the tool
- » Flexibility and transparency
- » Flexible data editing and reporting
- » Service-related allocation
- » Open data concept based on all values provided by SAP®
- » Service type allocation via factors
- » Manual consumption entries/records

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**HONICO**

## Selection Criteria for AccountMan® by HONICO

AccountMan can pick up data from several systems and provide it centrally. The complete program was created in ABAP, which makes AccountMan® totally platform-version, and system independent. The central input or data retrieval is done by storage in SAP® R/3-data bases. Additional requirements were included in the service catalogue and implemented. Honico is SAP® Software and Service Partner. AccountMan® is SAP® certified integrated and Powered by NetWeaver.

### Endress+Hauser InfoServe



### Endress+Hauser InfoService

The Endress+Hauser InfoServe GmbH+Co. KG is a service provider for organization and information technology. The 200 worldwide working staff members of Endress+Hauser InfoServe offer small and medium-sized enterprises comprehensive services to improve their competitiveness and to reach their business targets. The 24 hour available user helpdesk makes sure that direct help is available for inquiries or problems also during operating hours. In the area of SAP® applications, InfoServe works closely with SAP® and is certified as Customer Competence Center as well as Hosting Partner by SAP®. As SAP® medium-sized enterprise partner, Endress+Hauser InfoServe uses this Know-how to the advantage of clients. InfoServe owns a computer center in Weil am Rhein, where, among other things, the complete SAP®-application environment of the Endress+Hauser Group is maintained. This computer center is again secured by a backupcomputer center with synchronous mirroring of the complete data base.

### Project description

Endress+Hauser InfoServe provides SAP® systems for all subsidiaries of the E+H Group. The companies are displayed heterogeneously in the SAP®-Systems (system, client or company code). Problems in this area made it difficult for Endress+Hauser InfoServe to find the right solution for an adequate, consumption-related IT-cost allocation. AccountMan by HONICO was imported in a central system via a transport order. Then Endress+Hauser InfoServe's requirements were defined, followed by the necessary settings via setup-programs. This setup required a maintenance effort, where systems, report sizes and RFC connections had to be defined in the beginning so that raw data of the respective systems could be retrieved.

- » The functionality of the factor-assignment was realized by Honico according to the desired requirements and specifications.
- » The company-specific distribution of the raw data was done by importing the user master data of the respective systems.
- » The corresponding company relationship of all users was realized through the appropriate maintenance of the user group in the SAP® user master data. The raw data of the variable service types (CPU consumption, Data transfer) can be allocated to the user and consequently, to the companies.

Endress+Hauser InfoServe had additional requirements, namely identifiable defined fixed costs per company, which had to be integrated in AccountMan®. HONICO also developed a special function for the additional manual consumption registration for this task. Since now the variable and fixed costs per company could be provided for billing. HONICO and Endress+Hauser InfoServe agreed to enter this data in a SAP®-Table, because Endress+Hauser does not use the data transfer to the FI/CO. Any type of data editing, reporting and billing can thus be executed easily with the help of customized programs.

### AccountMan® Benefits

Intensive maintenance of AccountMan® is done only once when the program is set up – making it a easy-care, flexible software product for Endress+Hauser InfoServe. The support of HONICO makes any further modifications possible without problems. Free data formatting through own reports allows E+H to create flexible monthly evaluations.

*"The product became an indispensable appliance which covers all desired functions and is productive and steady in use."*

Werner Hofman, Endress+Hauser InfoServe