


**KATHOLIEKE UNIVERSITEIT
LEUVEN**

Katholieke Universiteit Leuven

Mrs. Annemie Depuydt

K.U.LEUVEN KATHOLIEKE UNIVERSITEIT
LEUVEN




THE PAST

1999

Currently implemented modules, processes:

- Finance/research: FM, FI/CO, AP, AR, PS, IM, RRB
- HR: PD, PA, recruitment, time, payroll
- Logistics: MM, SD, RE
- Education and students: CM, FICA
- Inhouse developments: a.o. selfservice WAS, workflow
- Business intelligence: BW
- EDMS: Ixos



THE FUTURE

2004

Plans for the future 2004 en 2005:

Priority 1:

- Release upgrade SAP EE
- Plant Maintenance
- Second phase CM: individual student follow up

Priority 2:

Research applications, integration HR-RE, extra personnel budget control, extra financial reporting tools, evaluation decentral use financial processes, integration CM-HR, payroll tests, HR-organisation, decentral councils, self-service recruitment, revise decentral authorisations, upgrade enterprise portal, integration portals, offer webservices, release upgrade BW, performance and use statistics SAP, ...

K.U.LEUVEN KATHOLIEKE UNIVERSITEIT
LEUVEN

We are most proud of:

People

- Our team !!!!
- The continual (full hearted) management support
- Overall integrated approach covering all domains (finance, HR, logistics, research, education and students)
- Staying within budget

Realisations

- Not a central but a common system
- Integration of more than 40 accounting systems into 1
- Integration of 2 completely different HR and payroll systems
- Complete research functionality although not available in SAP standard
- 1 and only 1 studentfile per student, central source for academic offerings and timetables
- Many optimised processes (examples: student registrations, leave requests, budget control, bill approval, logistic processes, ...)
- Selfservice (K.U.Loket) in all domains
- BW applications in all domains (and much more ...)

THE PAST

Our greatest frustrations are:

Government

- Never ending flood of legal changes and no government instructions

University/project related

- Hard work to build and keep the team (black box procedures)
- When planning, projects are always too late !
- When delivered, projects are always too soon and too hastily !
- Communication at a university (too little, too much, too little, too much, ...)
- High expectations: more than simple solutions for more than complex business needs
- Lack of distinction between cookies and box
- Not getting enough key user participation (although a lot of goodwill)

SAP related

- Continuous effort to keep SAP performance acceptable
- Whatever frustrates the user, frustrates us (not always very user friendly, sometimes too complex for what is needed, ...)
- New products (strategy changes, sometimes bugs, not immediately adapted within SAP)

K.U.LEUVEN KATHOLIEKE UNIVERSITEIT
LEUVEN

What do you expect to be your biggest challenge?

Project

- New processes for individual student follow up together with business changes (Bologna, Bama, ...)
- Archiving (mainframe and SAP)
- Managing endless stream of requests, setting priorities and keeping focus
- Ending it ! Pull the plug.

K.U.Leuven

- Lot of business changes ?
- K.U.Leuven re-organisation ?
- New structures for K.U.Leuven association ?
- Reselling the project to new management ?

External

- Keeping up with legal changes

THE FUTURE

How can SAP help you, what do you expect from SAP?

Just whatever our users are expecting from us :-) !!

- Best business practices
- Good performing, user-friendly high quality software
- Good service and support
- Clear strategy and plans for the future
- Good communication
- Timely deliveries
- Listening to our problems and helping us to solve them
- ...

AND

**We want more friends
Good marketing for CM**



University of Mississippi

Dr. Kathy Gates
Dr. Buster Hale

Univ. of Mississippi



1999

THE PAST

Currently implemented modules, processes:

- FI, CO, FM
- MM, PM, Travel
- HR, US Payroll
- CM
- BW

2004

THE FUTURE

Plans for the future:

- Enterprise
- Biller Direct
- BW (more)
- Grants Management
- Budgeting
- CRM
- Equivalency Determination/Transfer Articulation
- Degree Audit
- More ...

Univ. of Mississippi



We are most proud of:

- Web self-service applications
- System performance
- System support for enforcing academic policies
- State-of-the-art technical base

Our greatest frustrations are:

- Changing technical environment requiring upgrades
- Complexity of admissions applications and backend workflow via ISR
- Having to do development in advance of it being available in the standard product. For example:
 - Recruiting
 - Reporting

THE PAST

Univ. of Mississippi



What do you expect to be your biggest challenge?

- Keeping up with new functionality
- Developing a strategy for long-term archival of student information
- Migrating interim technical solutions to longer term ones. For example:
 - Move from Business Connector to Web Application Server / NetWeaver
 - Move from home-grown BW extracts to CM standard extracts
 - Move from SAPScript to SmartForms

How can SAP help you, what do you expect from SAP?

- More Higher Education customers
- Continued partnership wrt/ refining existing implementation and planning for future enhancements, i.e., continue to listen, respond, and keep us in the loop

THE FUTURE



University of Cincinnati

Mr. James Plummer

University of Cincinnati, Ohio, USA



2005

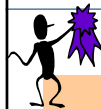
THE FUTURE



Plans for the future:

- R/3 Enterprise 4.7
 - General Ledger - FI-GL, SPL
 - Accounts Receivable, Revenue Mgt - FI-AR, Cash Mgt
 - Accounts Payable - FI-AP
 - Managerial Accounting - CO
 - Purchasing & Procurement - MM-PUR, Logistics
 - Asset Accounting - FI-AA
 - Project Accounting and Capital Finance - PS
 - Grants Management - GM
 - Budget (incl. Position Budgeting) - SEM-BPS, BCS
 - Funds Management - FM
 - Endowment and Investment Accounting - CFM, Treasury Mgt
- Strategic Enterprise Management (SEM)
- Business Warehouse (BW)
- Enterprise Portal

University of Cincinnati, Ohio, USA



We are most proud of:

- Our integrated solution that provides world-class functionality and the ability to grow

THE PAST



Our greatest frustrations are:

- Complex and changing SAP Release Strategy
- The confusion caused by new SAP technologies (e.g. Netweaver) and their impact on our implementation



University of Cincinnati, Ohio, USA



What do you expect to be your biggest challenge?

- Endowment Management
- Managing Scope of Project Systems (PS)
- Ensuring UC changes to accept the new processes in SAP

THE FUTURE



How can SAP help you, what do you expect from SAP?

- Clear communication of the Release Strategies of new SAP products





University of Leiden (NL)

Mrs. Conny van der Geest
Mr. Peter Haemers
Mr. Dennis van den Oord

University of Leiden (NL)



1998

THE PAST

Currently implemented modules, processes:

- Finance / controlling
- Human Resources
- Sales and Distribution
- Material Management
- My SAP SRM (pilot live)

2004

THE FUTURE

Plans for the future:

- My SAP SRM / Workflow
- SAP HR - Training & Event management
- SAP Employee Self Service
- My SAP Finance (in-house banking)
- Business Warehouse ?
- Campus management ?
- Grant management ?
- Real estate ?

University of Leiden (NL)



We are most proud of:

- Our contribution in optimization of several processes
- Cash management (electronic bank statements)
- Procurement
- Integration purchase and sales
- Stable environment
- Close contact with our (key) users

THE PAST

Our greatest frustrations are:

- Vision and strategy:
 - Low vision and strategy from middle / high management (only vision from top management)
 - Result: very slow progression with implementation of new modules / functionalities
- Organizational structure (decentralise organization / many support units):
 - Lack of skill as result of too small administrative units
 - Our wish: front / back office (= more specialization)

University of Leiden (NL)




What do you expect to be your biggest challenge?

- Contribution to shared service concept
- Enrolment SAP R/3 within the organization (legacy systems / volume)

How can SAP help you, what do you expect from SAP?

- Pro-active thinking, acting & consulting from our SAP account managers. Example: introduction SAP campus management on the Dutch market
- Stimulation of integration processes with (core) business partners and (internal) organization. Example: grant management on the Dutch market. All SAP customers:
 - Ministry of Education
 - NWO (Netherlands Organization of Scientific research)
 - (other) Universities
 - E-grant management ?




The academic college
OF Tel Aviv - Jaffa

**The Academic College Of
Tel Aviv - Jaffa**

Mrs. Varda Bikovitsky
Mrs. Sarit Albo
Mrs. Anat Stave

The Academic College Of Tel Aviv - Jaffa



01/03

THE PAST

Currently implemented modules, processes:

Campus Management

1. Admission - Applications - Full automatic procedure of admission/ rejects Decisions
2. Teaching - Programs of study -Courses - Events - Examinations and grading
3. Students - Student master data - Academic history, including a record of studies report and a studies balance report - Qualifications - Individual monitoring
4. Administration - Registration for programs of study – Dereistration – Reregistration - Change of program - Course and event booking - Pre-requisites check - Progression - Selection of outstanding students - Selection of failing students
5. Graduation - Identification of studies-completion status - Final grade calculation - Ranking graduates – Degrees awarding
6. Student Account Management - Calculation rules, annual fee calculation, degree auditing - Tuition collection procedure - Scholarship management


2004

THE FUTURE

Plans for the future:

1. To upgrade CM
2. To expand internet usage related to CM and CA
3. To adapt advanced tools such as WF , BW , SAPPORAL
4. To implement new modules such as HR and CRM

The Academic College Of Tel Aviv - Jaffa



We are most proud of:

Our going live project

We went live in full capacity after a 5 months preparation period.

Very little external knowledge was available.

Preparations included data cleansing and emigration.

Training was held by core-team members.

THE PAST


Our greatest frustrations are:

The following gaps and problems

1. Program of study - lack of alternative course concept.
2. Course results - no processing of final course grade, no control of grades entered into the system.
3. Exams organization - no support of the process
4. Event booking - lack of a waiting list option.
5. The relation between the CM and CA modules - the CA is highly business oriented, as a result the integration between the two modules is minimal.

The C.A student's account screen does not display crucial academic data.

The Academic College Of Tel Aviv - Jaffa



What do you expect to be your biggest challenge?

How can SAP help you, what do you expect from SAP?

To reach ERP stage

THE FUTURE

More interaction with SAPs CM and CA teams.
More influence on the development path.



Tilburg University

Mr. Nico Meurders

Tilburg University



1999

THE PAST

Currently implemented modules, processes:

- HR (PA and OM)

2004

THE FUTURE

Plans for the future:

- 2004 Pilot BW
- 2005 FI/CO
- 2005/2006 CM????
- ?? SD/MM
- ?? PS

Tilburg University



We are most proud of:

- Stability of production system

Our greatest frustrations are:

- The duration of the development of CM
- The dimension and complexity of SAP-modules (like CRM) for smaller institutions

THE PAST

Tilburg University



What do you expect to be your biggest challenge?

- To convince university management of the opportunities and possibilities of the SAP-HER-industry-solution for our university
- To develop a modern and flexible information infrastructure (including SSO en SS) with SAP and non-SAP applications

How can SAP help you, what do you expect from SAP?

- Offering a real ERP (including CM) for universities, through an integral sales approach also in the smaller HER-markets like the Netherlands
- Quicker development (e.g. Development Requests HERUG)
- Solutions for smaller universities (SMB-like)

THE FUTURE



Monash University

Ms. Mirka Gonda
Mr. Philip Wheatland
Mr. Peter Yates

Monash University



1999

THE PAST

Currently implemented modules, processes:

- Finance (GL, AP, AR, Assets)
- Controlling
- Funds Management
- Materials Management
- HR Payroll, PA, PD
- Callista Student System (All core modules)

2004

THE FUTURE

Plans for the future:

- Upgrade from 4.6C to 4.7 Enterprise or My.SAP ERP.
- ESS/ Training and Events and possibly Managers Self Serve
- EHS and Safety Suite (CNET)
- Inventory Management for Departmental Stores
- Travel Management / Expense management facility?
- Web Forms e.g a Web User access request Form.
- Further rollout of B2C and B2B applications.
- Implementation of Callista CRM and Callista Connect

Monash University



We are most proud of:

- Change Management and training strategies leading to user acceptance of both SAP and Callista.
- Callista delivered functionality superior replacement compared with in-house legacy system.
- End User support via Help Desk and Training for both IAS Systems.
- Continuous improvement of many business processes
- Integration/Interfacing of SAP with third party systems including Callista Students System.
- Promotion of electronic data exchange with Banks and wide-ranging electronic payment options introduced.
- Facilitation of very complex salary award structure within HR.

Our greatest frustrations are:

- SAP usability especially for irregular users.
- End User Reporting and analysis tools in 4.6/4.7.
- OSS support – 1st response of 'more info please'

THE PAST

Monash University



What do you expect to be your biggest challenge?

- Resourcing all the projects identified as part of our development programme.
- Retaining skilled staff.
- New Government reporting requirements for students as a result of recent legislative reforms and the ability of Callista to support those requirements.
- Web deployment of SAP transaction and processes.
- Development of electronic forms difficult with current licensing model (MSS)
- Support expands exponentially with level of sophistication of applications introduced.

How can SAP help you, what do you expect from SAP?


- A clear and stable direction for the future.
- More flexibility in pricing models for modules and extensions.
- Demonstration of a keener desire to achieve a solution for the customer by OSS at first contact.

THE FUTURE



Vrije universiteit Amsterdam

Mr. John Diepenbroek
Mr. Jo Heinen
Mr. Bob van der Werf



1997

THE PAST

Currently implemented modules, processes:


- FI/CO Financial
- HR Human Resources
- MM partial Materials Management/ EBP
- SD partial Sales Distribution
- Workflow partial

2005

THE FUTURE

Plans for the future:

- CS Customer Services
- PS Project Systems
- MM complete Materials Management
- HR Payroll ?
- Workflow and Employee Self Service
- BIW Information Warehouse ????????




We are most proud of:

- Enterprise upgrade in 2003
- The fact, that we still make progress in using SAP after 6 years of production
- The full support of HR and FIC users shows the acceptance of SAP in the organisation

Our greatest frustrations are:

- Quality of Public Payroll
- That SAP is not able to offer CM time to dutch universities
- Lack of EC/CS expertise (SAP and partners)
- Quality of HR - Cost Planner

THE PAST



What do you expect to be your biggest challenge?

- To secure the integration while using more SAP-modules, or : to prevent, making our SAP separated applications
- To consist in our " selfmade concept" of application management

How can SAP help you, what do you expect from SAP?

- Improvement of HR Costplanner
- Great effort in offering CM to dutch universities within a few months time
- To create a broader platform of EC/CS expertise

THE FUTURE



ÉCOLE POLYTECHNIQUE
FÉDÉRALE DE LAUSANNE

Ecole Polytechn. Fédérale de Lausanne

Mr. Marc Chambaz
Mr. Niils Panchaud

Ecole Polytechn. Fédérale de Lausanne



2001

THE PAST

Currently implemented modules, processes:

- HR (PY-PA-OM)
- Finance (GL-AR-AP-AA)
- FI-FM (Funds management)
- Controlling (CO-OM-CCA, CO-OM-OPA, PS)
- ITS
- PE (Training for our staff)

2004

THE FUTURE

Plans for the future:

- Upgrade to SAP Enterprise
- EBP and/or MM
- BIW
- Evaluation of different solutions such as
Facility management
Environment, Health and Safety
Inventory management

Ecole Polytechn. Fédérale de Lausanne



We are most proud of:

- Payroll for 3'800 employees since 2001 with no problems
- From a hesitant to a high demanding customer attitude
- A Good strategic positioning for the CCSAP
- A very flexible Web reporting
 - based on ITS
 - directed towards our needs (classification, set, authorization).
 - About 500 users
 - given to another university
- A constant adaptation to new needs (Changes of structure, personnel legislation, ...)

THE PAST

Our greatest frustrations are:

- The lack of flexibility in the « funds management » solution. (Especially the change of structure)
- Version maintenance
 - Many changes in end date for support
 - Numerous names (Entreprise, 4.7, ERP, mysap business suite)
- Introduction of new functionalities often means additional license costs
 - Functionality not included (mysap.com was meant to have everything included)
- High number of systems

Ecole Polytechn. Fédérale de Lausanne



What do you expect to be your biggest challenge?

EBP (e-procurement)

- Different buying processes
- Many users
- Product not yet mature
- Needs collaboration between suppliers (e-catalogues, XML)

Integration

- SAP offers integration of administrative processes
- Existence of legacy systems for student administration
- Better understanding and use of Netweaver

How can SAP help you, what do you expect from SAP?

Support us

- in organizing more demos of new functionalities
- Better OSS support

Cost

- Provide a license model which allows a large number of users to access the system for very limited functionalities (very low cost)
- Provides us with study of productivity gains



Newcastle University

Mr. Paul Hopkins
Ms. Chris Pickard
Ms. Janet Watson

Newcastle University



1999

THE PAST

Currently implemented modules, processes:

- Finance: FI, CO, PS, FM (1999), FI-CA (2003)
- Logistics: MM, SD (1999), PLM (2002)
- HR/Payroll: PA, OM, PY (1999), Absence Evaluation, PE, PD, Recruitment, MDT (2002-3)
- Campus Management: Admissions (2002), Registration, Module booking, UK specifics/statutory returns, fees and interfaces (2003)

2004

THE FUTURE

Plans for the future:

- Upgrade to R/3 Enterprise and CM 4.72
- BW and improved reporting
- CM enhancements (component marks, UCAS Hercules, correspondence)
- Student & Employee self service (web based payments 2004)
- Workflow
- Personnel Cost Planning, E-Recruitment
- Archiving and Records Management
- Other possible developments: CRM, E-Procurement, Grants Management

Newcastle University



We are most proud of:

- Corporate, integrated system
- Reliable, robust system
- Good in-house skills
 - Minimum reliance on consultants
- Successful implementation
 - First UK University 1999 (Fin/HR/Pay/Log)
 - First UK University 2003 (CM)
- Met all of the changing requirements of the organisation
 - Major restructure
 - Devolution of processes
- Major effort/input to shaping HE UK specific solutions
- Initial establishment of the UK HE user group

THE PAST

Our greatest frustrations are:

- Volume of support work/upgrade
 - Slow progress with new developments
- Licensing restrictions
 - Commercial licensing unsuitable
 - Can prevent development progress
- Lack of reporting in CM (other than via BW)
 - Large bespoke development effort
- Cultural change within University
 - Persuading users to exploit potential

Newcastle University



What do you expect to be your biggest challenge?

- Cultural change – moving into the E arena
- Keeping pace with new developments and technologies
- Providing timely, accurate information to managers
- Keeping system aligned to the organisation's ambitious strategy
- Delivering changes with limited resource
- Responding to changing statutory requirements

THE FUTURE

How can SAP help you, what do you expect from SAP?

- Provide clear and consistent advice
- Provide timetable and content for CM CRT's
- Provide improved support
 - Time zone issues
 - Experience one or two deep in CM
- Improved QA testing process before releasing software
- Fill gaps in UK consultancy expertise (e.g. FM, FI-CA, CM)
- Special licensing deals for Universities
- Attain more CM customers in the UK HE market



University of Zurich

Mr. Michael Brunner

University of Zurich



1995

THE PAST

Currently implemented modules, processes:

- Finance and controlling: SAP FI/CO
- Sales: SAP SD
- Human resources: SAP HR, including OM and TEM
- Materials management: SAP MM
- Student administration: SAP customer development

2004

THE FUTURE

Plans for the future:

- Summer term 2005: SAP Campus Management 4.71 (student administration, academic structure, module booking and appraisal, event planning, transcript of records, diplomas and possibly degree audit)
- Interfaces to our other IT systems (such as the publishing system)
- Upgrade to 4.72 or 4.73 (=> examination administration)

University of Zurich



We are most proud of:

- Successful end of the blueprinting phase
- Successful start of the enduser training
- Homogenous structure for the curricula in SAP CM
- Successful go live of the new database which contains all data of the academic staff (SAP HR)
- Integration (ALE) of SAP CM with SAP HR

Our greatest frustrations are:

- The usability of the SAP GUI is often criticized by the endusers.
- Coordination between "Bologna" and the implementation of SAP CM
- Coordination with all projects, organizations and people concerned by the introduction of SAP CM
- Managing the administration of examinations based on release 4.71
- Handling our fine grained permission management (due to a very diverse user base)

THE PAST

University of Zurich



What do you expect to be your biggest challenge?

- Resourcing all our subprojects
- Change Management, support organization and training strategies leading to user acceptance of SAP CM
- Developing stable and user friendly web scenarios (for employees and students)
- Continuous improvement of our business processes
- Coordination with "Bologna"

How can SAP help you, what do you expect from SAP?

- Standard reports for crucial processes, such as preparing transcripts of records
- Improvement of the usability of the SAP GUI (e.g. PP01)
- Providing more standard web scenarios (e.g. grading interface)
- A more intense know how and information transfer to the customer (training, documentation)
- A clear strategy for the future in the higher education and research area ("learning solution"? integration of SAP TEM?)


THE FUTURE



Universiteit Maastricht

Mr. Henny Claessens
Mrs. Manon Gorissen
Mr. Michel Kriens
Mr. Edwin Van Seggelen
Mrs. Manon Wenmekers

Universiteit Maastricht



1999 **Currently implemented modules, processes:**

- HR - 1999
- FICO - 2001
- MM - 2001
- Personnel Cost Planning (3rd party add on) - 2002


THE PAST

2004 **Plans for the future:**

- Enhancing existing components (ongoing efforts)
 - HR
 - Unicity (Central Person; Concurrent Employment; NLI) ★★★★★
 - Payroll (external)
 - Time Management
 - FICO
 - AP (verification of invoices without corresponding order forms)
- Implementing additional components (feasibility study)
 - SCM (EBP) ?
 - BW + Grants Management ??
 - CRM ???
 - Campus Management ?????
 - Portal ??????

THE FUTURE

Universiteit Maastricht



We are most proud of:


- Having made the leap towards ERP
 - Achieved cross-functional integration of Business Processes
- Having paved the way for
 - BPR
 - Continuous improvement
 - Generic processes
 - Technological waves
 - Templates
- Having eliminated 'Cobbled together' systems
 - Resulting from previous haphazard initiatives; especially in the HR domain

THE PAST

Our greatest frustrations are:

- Lack of understanding of the nature and purposes of an ERP system
 - Too little support from executives when reaching the initial 'Going live' milestone
- Data were in bad shape
 - GIGO syndrome caused lots of trouble during 1st year after 'Going live'
- Assimilation process has been time consuming
 - Reluctance to change

Universiteit Maastricht



What do you expect to be your biggest challenge?

- Process of continuous improvement
 - Get the executives involved
 - Keep them involved
- Control 'people costs'
 - Less in control than 'software costs' and 'hardware costs'
- Building the business case for 'Campus Management'
 - Never done before
- Localisation of 'Campus Management' to country specific needs
 - Who makes the first move?

THE FUTURE

How can SAP help you, what do you expect from SAP?

- Shorter lead times/faster delivery of new products
 - Major HERUG development requests date back for 6 years
 - Campus Management - 1998
 - Grants Management - 1998
- Better/timely clarify future SAP directions
 - R/3 Enterprise - 2002
 - NetWeaver - 2003
 - mySAP ERP- 2004
- Follow significant vertical market developments with regard to HERUG
 - Enhance integration with Blackboard e-Learning System



University of Leeds

Mr. Omar Benaddi

University of Leeds (UK)



1998

Currently implemented modules, processes:

- Finance
- Controlling
- Project System
- Materials Management
- HR Payroll
- Production Planning
- Workflow
- ITS (internet Transaction Server)
- Business Warehouse (For the Centre)
- Upgrade to Enterprise Extension Set 2

THE PAST

2004

Plans for the future:

- Grants Management/Funds Management
- Full roll out of BW across the University
- Training and Events
- Absence Management
- BI (CRM, SEM)
- Archiving and Document Management
- More web development
- Portals

THE FUTURE

University of Leeds (UK)



We are most proud of:

- Project Management methodology and Business involvement
- SIPR system (web front end to SAP purchase requisition)
- Internal Market development in SAP
- Continuous improvement of many business processes
- Integration/Interfacing of SAP with third party systems including BANNER Students System.
- Web development as a front end to SAP
- Comprehensive support and development team.
- Recent development of BW and Grants Management

Our greatest frustrations are:

- SAP license model/costs
- Complex SAP GUI .
- Level of support from SAP (if not Ramp).
- HR/Payroll

THE PAST

University of Leeds (UK)



What do you expect to be your biggest challenge?

- Keeping up with constant changes of SAP (upgrade).
- Justifying costs to the organisation.
- Retaining skilled staff.
- Balancing the Academic (University) and the Business (SAP) world.
- Continuous Business process improvement and implementation of best practice
- Ensuring end user satisfaction through the provision of user friendly systems.

How can SAP help you, what do you expect from SAP?

- A clear strategy for HE sector systems provision.
- Realistic and flexible costing/pricing models.
- More support during project implementations (if not Ramp up).
- Recognition of the differences in requirements between the private and the public sector.

THE FUTURE



University of Cape Town

Mrs. Maya Bucher
Ms. Lesley Haddow
Ms. Miriam Hoosain
Mr. Keith Koopman

University of Cape Town



1997

THE PAST

Currently implemented modules, processes:

- Financial Accounting FI – GL, AP, AR, AA, FM
- Controlling CO
- Enterprise Controlling – PCA, EIS
- Logistics – SD, MM, PM
- Human Resources HR – PA, PY, OM, TM

2004

THE FUTURE

Plans for the future:

- Upgrade from 4.6C to 4.7 Enterprise (Q2/Q3 2006)
- Integration of PeopleSoft student system (Q2/Q3 2005)
- Archiving
- Support package implementation strategy

University of Cape Town



We are most proud of:

- Upgrading 4 times with no onsite SAP SA consultant / basis support
- Renewal of UCT HR system
- Implementation of an integrated UCT purchasing card

Our greatest frustrations are:

- Getting SAP expertise and training in Cape Town
- The high SAP staff turnover
- SAP training to non-financial users and managers

THE PAST

University of Cape Town



What do you expect to be your biggest challenge?

- Integration of PeopleSoft student system with SAP
- Upgrade from 4.6C to 4.7 Enterprise
- Archiving
- Business taking ownership of the system
- Change management in moving from FM to CO as the primary management reporting tool

How can SAP help you, what do you expect from SAP?

- Clear direction on mySAP ERP implications?
- Local SAP training?
- Better networking between local SAP and other consultants?

THE FUTURE



British Council

Mr. Neil Spillman
Ms. Anne Staniforth



2004

THE PAST

Currently implemented modules, processes:

- Implementation begins October 2004

2004

THE FUTURE

Plans for the future:

- UK Rollout
- Core Financials, Project Management, Travel and Expenses, Procurement, Sales and Distribution, BW, SEM.
- Drawing on limited functionality from HR and CRM.
- Overseas Rollout from mid 2005
- 110 Countries all of the above modules plus:
- Campus 4.72



We are most proud of:

- Improved quality of customer facing product
- Able to offer a truly global system which is cutting edge
- A business platform to support future development eg. E-learning

Our greatest frustrations are:

- Yet to find out!

THE PAST



What do you expect to be your biggest challenges?


- Change to business processes
- Connectivity – single client based in Bristol serving 110 countries
- Global system will require a global standard
- Local language requirements
- Portals

How can SAP help you, what do you expect from SAP?

- SAP have been very supportive and helpful so far
- Continued support and inclusion in information on product development etc.

THE FUTURE



Erasmus University Rotterdam 

2002

THE PAST

Currently implemented modules, processes:


- 2002 SAP HR

2004

THE FUTURE

Plans for the future:


- 2004 – 2005 SAP HR; connection to an external payroll provider
- 2006 SAP FI/CO

Erasmus University Rotterdam 

We are most proud of: **Our greatest frustrations are:**

THE PAST

- Two years running SAP-HR production with 100% uptime
- Lack on ERP awareness of our management
- Indistinct policy of SAP with Campus Management for the Dutch universities

Erasmus University Rotterdam 

What do you expect to be your biggest challenge? **How can SAP help you, what do you expect from SAP?**

THE FUTURE

- a total ERP system for:
 - Personal
 - Finance
 - Customer relations (both personel and students)
 - Student information system
 - etc.
- Have a better ear for the customer needs!
- Better relation with the top management of the Dutch universities



Universiteit van Amsterdam

Mrs. Evert Brouwer

Universiteit van Amsterdam



1995

THE PAST

Currently implemented modules, processes:

- FI/CO (SD,MM,PS)
- HR
- CRM (3.0)
- Upgraded to SAP Enterprise in december 2003

2004

THE FUTURE

Plans for the future:

- CRM+
- Reorganize FI/CO? (consequence of reorganization)
- More PS?
- Grants Management?
- Campus Management?

Universiteit van Amsterdam



We are most proud of:

The way the CRM user organization has been structured (disciplined)

Our greatest frustrations are:

- The endless discussions about customisation/functionality resulting in less than optimal solutions
- The complexity of implementations

THE PAST

Universiteit van Amsterdam



What do you expect to be your biggest challenge?

- Convincing the university that there is a sound business case for (more) SAP, despite the high licence fees
- Making Campus Management a realistic alternative for the Dutch universities (the momentum slipped away)

How can SAP help you, what do you expect from SAP?

- More flexible licence fee structure geared to university peculiarities
- More active use of the HER solution map as an architectural basis for implementing new functionality

THE FUTURE



University of Toronto

Ms. Sheila Brown
Mr. Graham Kemp
Ms. Jane Linley
Mr. Andrew Linley
Dr. Stephen Tobe

University of Toronto



1996

Currently implemented modules, processes:

- Finance (GL, AP, AR)
- Controlling
- Funds Management
- HR Payroll
- Service Management
- EBP – EProcurement
- Employee Self Service
- Research Information System
- Development Information System
- Budget Planning
- Telephone Billing

2004

Plans for the future:

- Upgrade from 4.6c to 4.7 Enterprise or MySAP ERP
- Further rollout of ESS and MSS
- Travel Management
- Data Warehouse (Business Intelligence)
- Project Systems
- Plant Maintenance
- Move from Oracle to DB2

University of Toronto



We are most proud of:

- Employee Self Serve
- MyResearch Online
- E-Procurement
- Use of COGNOS an Informatica for data analysis and reporting

Our greatest frustrations are:

- SAP Canada and generally SAP upgrade strategy and licensing models
- Decentralized environment
- Lack of university standards for almost everything related to IT

THE PAST

University of Toronto



What do you expect to be your biggest challenge?

- Resource Allocations
- Redirecting benefits achieved back into the sustainment of SAP
- Recognition the role IT has to play in the achievement of institutional goals

How can SAP help you, what do you expect from SAP?

- Stability with respect to long term strategy
- Flexible and reasonable pricing for Higher Education
- Recognition of the long term relationship with clients – its not just the next sale of licenses

THE FUTURE

MIT

Massachusetts Institute of Technology

Mr. John Cunningham
Mr. Robert Damian

Massachusetts Institute of Technology **MIT**

1996

THE PAST

Currently implemented modules, processes:

- FI/CO, PS, MM, SD, RE, AM, WF
- HR (PA, PD), Payroll (for Pension Plan only), Training & Events

2004

THE FUTURE

Plans for the future:

- Plant Maintenance (July 04 1st phase)
- Environmental Health & Safety (Sept 04 1st phase)
- Budget (Interim Nov 04, SEM Nov 05)
- Payroll, for Faculty & Staff (Dec 05)

Massachusetts Institute of Technology **MIT**

We are most proud of:

- Web Interfaces
 - Purchasing
 - Vendor catalogues
 - Purchase requisitions
 - Credit Card Reconciliation
 - Employee
 - Update biographical information
 - Benefits selection
- Billing solution

Our greatest frustrations are:

- Support Package Updates
 - Testing labor intensive
 - Few automated testing procedures
 - MIT security architecture
- Reporting
 - Built (custom) warehouse, pre-BW
 - Also many custom R/3 reports
 - Web issues:
 - Users want web not GUI!
 - Data volumes via ITS

Massachusetts Institute of Technology **MIT**

What do you expect to be your biggest challenge?

Payroll Project

- Business process challenges
 - Simplify Pay Schedules
 - Online Entry / Approval / Certification for Time and Salary
- Custom payroll requirements
 - Deferred Pay
 - Work 9 months
 - Pay over 12 months
 - Non-resident Aliens

How can SAP help you, what do you expect from SAP?

Solution for Deferred Pay in 4.6C !

- Currently working through HERUG with SAP



Fachhochschule Osnabrück

Mr. Bernd Beining
Mr. Walter Wobker

Fachhochschule Osnabrück



1995

THE PAST

Currently implemented modules, processes:

- SAP Finance
- SAP Controlling
- SAP HR-Payroll and HR-Time
- HIS Studentmanagement systems
- LDAP Identitymanagement

2004

THE FUTURE

Plans for the future:

- Integration of the three systems or
- Replace HIS-system to SAP-Campus (if applicable)
- Upgrade to 4.7 Enterprise
- More webbased services for employees and students

Fachhochschule Osnabrück



We are most proud of:

- Using SAP R/3 together with two other universities as a pilot project in lower-saxony. The success lead to a rollout for other universities
- The only university using HR-Payroll, result in better service for employees
- Building up webservices for students for the HIS-System
- Improvement of internal cash flow and therefore reducing costs

Our greatest frustrations are:

- Testing SAP Campus at a very early stage. Less functionality and complicated handling for users and customizers. This results in no acceptance and high costs!

THE PAST

Fachhochschule Osnabrück



What do you expect to be your biggest challenge?

- Integration SAP and Identity management via DIR XML
- To gain acceptance and enthusiasm from people who should work on new projects
- Finishing projects in time and money

How can SAP help you, what do you expect from SAP?

- Closer contact to the developers from SAP when implementing Software as a pilot customer (SAP-Campus)
- Flexible and clearer pricing models

THE FUTURE



University of Basel

Mr. Andreas Born
Mr. Lukas Heierle
Mr. Urs Hertig
Mrs. Elsa Sutter

University of Basel



1998

THE PAST

Currently implemented modules, processes:

- 1998 SAP FI/CO
- 2000 SAP HR
- 2002 SAP Campus Management Phase I (Student administration)

2004

THE FUTURE

Plans for the future:

- Campus Management Phase II
Academic Services i.e. course catalogue (2005), decentralized administration of credit points and grades (accumulation and recognition) and degree audit (2006..)

University of Basel



We are most proud of:

Our greatest frustrations are:

Synergy of SAP moduls FI/CO und CM

Usability of R/3 screens

- Successful, early implementatic of CM student processes:
- admission
 - re- and deregistration
 - collection of student fees

- Pragmatic project approach
- keep it small and simple
 - realistic milestones

Great teams!

THE PAST

University of Basel



What do you expect to be your biggest challenge?

How can SAP help you, what do you expect from SAP?

- Concepts that are useful for all faculties
- Design and redesign of academic processes
- Coordination of roll out phases to faculties
- Smart student online services
- Usability for future users

- Good technology
- Good support
- Redesign of screens according to functionalities

THE FUTURE



Technion – Israel Institute of Technology

Prof. Adam Shwartz

Technion – Israel Institute of Technology



2004

THE PAST

Currently implemented modules, processes:

- FI, CO (BCS), FM, MM, PM, PS, SD, GM
- BW

2004

THE FUTURE

Plans for the future:

- Completing processes and reports
- Replacing small legacy systems
- New SD processes
- Tentative: HR, and later Campus management

Technion – Israel Institute of Technology



We are most proud of:

- Consolidating a non-profit organization and 7 companies into a unified system.
- Creating solid business processes.
- Training about 800 users.
- Replacing several legacy systems.
- Concentrated effort, fast project.
- Covering most business process within S.A.P.

THE PAST

Our greatest frustrations are:

- Data conversion and interfaces, project and tools.
- Knowledge transfer.
- S.A.P. functionality for large building construction projects.
- Functionality for import (MM).
- Limitations of goods issue (from storage location) process.

Technion – Israel Institute of Technology



What do you expect to be your biggest challenge?

- Reaching independence in maintenance and further development
- Creating some new and needed processes
- Implementing HR is view of complexity of our processes and existing min-HR within our S.A.P. implementation

How can SAP help you, what do you expect from SAP?

- Goods issue process:
 - Allow release strategy
 - Implement change tracking
 - Provide additional fields
- GM functionality
- Improve integration – GM
- Upgrade import functionality - MM
- Interfaces!

THE FUTURE



The Chinese university of Hong Kong

Ms Wai Fong Anita Kwong

The Chinese University of Hong Kong



1996

THE PAST

Currently implemented modules, processes:

- FI (GL, AR, AP, Assets)
- Controlling (Cost Centre, Project System)
- Materials Management (Purchasing, Inventory)
- Plant Maintenance
- In-house developed systems using ABAP: Time Deposit System, Interest Allocation

2004

THE FUTURE

Plans for the future:

- Migration from Unix to Intel PC Servers Platform
- Upgrade from 4.6B to 4.7 Enterprise
- Archive
- Document Management System

The Chinese University of Hong Kong



We are most proud of:

- Management directive to implement a standard integrated software package for Bursary.
- Standardized chart of accounts, workflow and procedure, enhance user co-ordination and information sharing practice. Efficiency gain.
- Shortened fiscal year end closing time.
- Smooth implementation of Plant Maintenance Module for Estates Management Office.

Our greatest frustrations are:

- User licences too costly and pricing scheme too rigid to allow decentralization of SAP to departments and project holders.
- Some of the user interfaces and functionalities too complicated for casual users.
- Limited end user reporting.
- OSS Support.

THE PAST

The Chinese University of Hong Kong



What do you expect to be your biggest challenge?

- Decentralization of financial information in electronic format to departments and project holders.
- Automate and streamline the procurement process.
- Continuous business process re-engineering or improvement - explore work processes or departments where SAP functions will be suitable for implementation.
- Existing user licence scheme and pricing posts a big difficulty to expand SAP usage and achieve full benefits of using an ERP.

How can SAP help you, what do you expect from SAP?

- More flexible pricing scheme to encourage better and more extensive use of SAP within the university.
- Clear direction for the future for component-pricing customer.
- Better OSS support.

THE FUTURE



Freie Universität Berlin

Mr. Michael Wilmes

Freie Universität Berlin



2002

THE PAST

Currently implemented modules, processes:

- HR: PA, Payroll, Organizational Management, Personal Budget Planning and Management
- FI/PSM
- CO

2004

THE FUTURE

Plans for the future:

- Travel Management
- Personnel Cost Planning
- Implementation and development of a system for key data
- Implementation and development of a project administration system
- Facility Management?
- Material Management?
- Campus Management?
- SAP Portal?

Freie Universität Berlin



We are most proud of:

- Stable, modern, up-to-date SAP-System: Release 4.7 * 2.0
- Professional service for our customers (central administration)
- Strategic approach: integrated software -> integrated processes
- Relative low implementation costs
- Successful efforts to qualify our staff

Our greatest frustrations are:

- Information policy of SAP
- SAP-website (service-marketplace)
- SAP-documentation
- High (costly) security standards for IT-infrastructure are required
- Deficiencies in usability

THE PAST

Freie Universität Berlin



What do you expect to be your biggest challenge?

- Implementation of Campus Management
- Development of SAP Portal
- Integrated user-administration, single-sign-on
- Integration and optimization of administration-related processes
- Implementation of a secure IT-infrastructure
- Development and maintenance of a "high-end" SAP-landscape in the face of smaller budgets for ITS

How can SAP help you, what do you expect from SAP?

- Better/proved information regarding release-strategy, products and functions
- Optimized reports for demands of the public-sector
- Better steering tools
- Intensive cooperation with customers within the development-process of new software
- Consequent modularization of functions to make upgrades less time-consuming and complex
- Better understanding of university management

THE FUTURE



Université Catholique de Louvain

Mr. Luc De Beusscher
Mr. André Ransart
Mr. Francis Somers

Université catholique de Louvain



1997

THE PAST

Currently implemented modules, processes:

- Finance (FI, CO, FM, PS, PCA, AA, ...)
- Logistic (MM, SD)
- HR (Payroll, PA, PB, PD)
- Utilities (ITS, WKF)

2004

THE FUTURE

Plans for the future:

- SRM-EBP (2004)
- BW (2004)
- SEM (2004)
- Upgrade 4.6c -> 4.7 Enterprise (2005)
- HR Portal (2005)
- Travel Management

Université catholique de Louvain



We are most proud of:

- Continuous improvement of many business processes and legal changes
- Minimize eccentricity ; Change Management leading to user acceptance of SAP
- Business integration inside SAP

Our greatest frustrations are:

- SAP usability especially for irregular users.
- OSS support
- Upgrades :
 - Need of a lot of testing
 - Lack of good documentation
- Some hard limitations
 - HR-PA : one contract per person
 - HR : integration PA-PD if more than one position per person, ...

THE PAST

Université catholique de Louvain



What do you expect to be your biggest challenge?

- Complete Integration of SAP world with non-SAP world
- Easy Web reporting

How can SAP help you, what do you expect from SAP?

- Better OSS-Support
- Better technical documentation to avoid a lot of consulting
- More flexibility in pricing adapted at the universities particularities
- Avoid German comments in the code ☺

THE FUTURE