

# "A WISH comes true"

Implementing an internet based service  
entry system

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## **1. The Customer**

Globally, Cognis is a leading specialty chemicals company. It has a strong management board formation and a streamlined organizational structure.

Utilizing its 160 years of experience in oleochemicals, Cognis develops innovative products and solutions for personal care, home care and modern nutrition, as well as high-performance products for numerous industrial markets in the five strategic business units: Oleochemicals, Care Chemicals, Nutrition & Health, Functional Products and last but not least Process Chemicals.

The Cognis Chemical sector is already profiting from having met the highest requirements in relation to sustainability and environmental compatibility. Moreover Cognis is the global market leader in the personal care sector because of increasing demand for products, formulations and marketing concepts. Enjoying a similar success are the commodities and active ingredients for dietary supplements and the health market. Cognis combines specialty chemical competence with marketing know-how to create ambitious offerings for its customers – always focused on the end consumer and always closely in tune with the industrial process.

## **2. The aim of the project**

As part of the daily operation at Cognis, there is a group of over 60 consultants that perform services for the company thru out Europe. Until recently, the capturing and processing of the time spent on these service activities was done manually. The hours were first entered on a preformatted Excel sheet by the external consultants and then sent to Cognis. Here, every file had to be checked and released by the respective project manager and entered manually in the R/3 system of Cognis. Every month end this led to a peak-strain on internal resources.

The below application was aimed at preventing this double entry of hours, and to come up with a cost effective and efficient way to transfer the hours to the back-bone system, with minimal effort from the Cognis staff. The name of the application was to be “WISH”, (Web Integrated time SHEets), making time-savings “a wish comes true” for Cognis responsables.

### **3. Implementation**

#### **3.1 Project steps**

PIKON had realized a similar solution at another customer. After a demonstration of this solution to the representatives of the IT, controlling, purchasing and plant maintenance department, we discussed the specific additional requirements of Cognis. This was the basis of a fixed price project with the following phases:

- Detailed blue print:  
A blue print was drawn up describing the process flow and the actual screen handling. This document was approved by the key user before progressing to the next phase.
- Customizing in SAP:  
MM settings had to be adjusted to allow some of the additional functionalities, like the release of the entry sheets, via the internet.
- Development in ABAP:  
To restrict the development time and guarantee a release independent solution, we used a standard simplified function module from SAP and added a few small additions.
- Development in ITS:  
To facilitate a smooth and correct processing via the internet browser, we created the ITS screen templates and -logic to match the SAP transaction.
- Integration tests:  
A standard procedure at Cognis is that the key users of the system performed an elaborate integration test before going live.

- Training and documentation:  
Within the fix price project, we also prepared a technical documentation and a basis documentation for user training. The training for the pilot users was performed by Cognis.

### **3.2 Development environment**

The application was built using standard SAP R/3 components like the ABAP development workbench and the Internet transaction server (ITS). The ITS is a free piece of Software delivered by SAP to interface SAP transactions to the Internet. It basically makes all SAP R/3 transactions available in the internet using a graphical web layout. These layouts can be adjusted or changed.

## **4. Results of the project**

The implementation of our solution, that allows vendors to enter their hours into the R/3 system directly using a web-interface, has realized the following benefits for Cognis:

- Direct location- and software independent access via the Internet using the standard internet browser. This allows all parties to contribute and use the system everywhere, on the condition that there is an internet connection available.
- The effort of capturing is shifted to the vendor. The double entry (first on vendor than on Cognis side) is replaced by a one time entry of the vendor and an extra formalized approval at Cognis. This results in freeing up internal Cognis resources.
- A release procedure via the internet allows a “four eyes” principle to be put in place. Users that do not have SAP experience or access can now release time-sheets via the internet, and also do releases for groups of entry sheets.
- By using the available standard SAP ITS infrastructure and functionalities, the project could be realized with minimal additional programming and a low cost of ownership.

- The time between the entering of the hours, the releasing and the actual payment are shorter, which makes a quick acceptance of the system by the vendor likely.
- In SAP, it can be traced which vendors have reported which services and when.

## **5. Project references**

### **5.1 Customer reference**

To find out more about this successful joint project at Cognis in Düsseldorf, you can contact the Cognis project responsables Mrs. Bettina Ludwig and Mr. Vasyl Glynyanyj.

### **5.2 PIKON Reference**

From PIKON, the project was realized with the participation of Mr. Jürgen Neubronner, Mr. Steve Willekens and Mr. Wilhelm Hilker. You can directly address any of them for background questions via our Saarbrücken office on telephone number 0049-681-379620.