

Issue

Workflow Claim Management

Customer

Siemens Power Generation Industrial Applications

Engineering and Construction (Turbines, compressors, oil and gas, services)

Task

Process support with Workflow for the processing of claims used to trace project cost variances.

Realisation

- Development of a business blueprint.
- Modelling of the Workflow “Process Claim”.
- Modelling of the Workflow “Tasks Processing”.
- Development of tailor-made customer enhancements.
 - Email dispatch to a mailing list,
 - Starting the claim or measure processing in SAP from the emails.
- Documentation of the customizing settings.
- Preparation, presentation and documentation of workshops and meetings together with the users and the IT staff.
- Tests and acceptance procedures.