Siemens Project Management Services was implementing three concurrent global IT roll-outs with significant interdependencies; it is hard to overstate the level of complexity.

What did the customer, a DAX-listed international company, require? Were they facing any specific challenges?

Our customer decided to drive the digital transformation of its HR services in order to increase efficiency, flexibility and quality:

- Introduction of simplified and standardized global tools and processes, leveraging market-standard technology to save time and resources
- Improvement of the ability and time taken to adapt to different ownership structures, to integrate acquisitions and to quickly carve out divestitures
- Enhancement of the employee experience through a “HR mobile application” infrastructure giving employees and managers the ability to access data anytime, anywhere

The Challenge
The Offer

How did Siemens Project Management Services support the client in its digital transformation?

We provided the entire project management, consulting and implementation environment that enabled the client to achieve the planned increase in efficiency, flexibility and quality:

- **Cloud-based solutions and new technologies** to manage HR data and administration
- Outsourced payroll which leveraged the **global payroll providers** to ensure consistent and compliant delivery of pay around the globe
- **Travel and expense tools** to provide an end-to-end solution from booking travel to expense reporting

As a result, the client’s HR services organization was able to consolidate its service footprint to a limited number of centers of excellence.

**Siemens Project Management Services offered and recommended services**
- Project management
- Process consulting
- Roll-out support
The Benefits

Highlights

- Rapid launch
- Expertise & solution orientation
- Systematic customer alignment
- Implementation on time, quality and on budget

What were the benefits/outcomes for the client?

- Enhancement of the usage of vendor standard technology and therefore benefits from
  - market best practices
  - regular release updates and innovations from providers
- Support of different ownership structures within the clients organization (high scalability, flexible cost structure, fast implementation speed)
- Leverage of usage across any device and mobile access anywhere, anytime
- Consolidation of service delivery and increased automation

The whole process was driven by professional project management with subject matter experts who partnered with the client’s project team members to speed up implementation.
The Proof

Over 30 project managers and subject matter experts took responsibility for the project.

Successfully accomplished (end of 2020)
- Payroll outsourcing in 40 countries
- HR admin. tool in 15 countries
- Travel and expense tool in 45 countries

Roll out in over 90 countries with 10 to 30 countries managed in parallel
- 250,000 employees
- at least 300 IT systems worldwide adjusted and/or replaced
This highly professional project management was key for success.

This is one of the smoothest launches I’ve seen.
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Siemens Global Business Services (GBS) is a Siemens Service Company that provides innovative digital solutions and customer-oriented business services for companies and organizations in all sectors. With more than 20 years of experience, Siemens GBS taps into its understanding of how organizations and businesses work to seamlessly integrate, digitalize and optimize business processes with a portfolio that covers end-to-end business needs.

Today's portfolio in the areas of Finance, Human Resources and Supply Chain Management includes smart and digital end-to-end services in Opportunity-to-Cash, Purchase-to-Pay, Record-to-Report, Hire-to-Retire, Business Solutions & Services, Project Services and Transformation. All supported by innovative digital solutions.

With around 6,500 employees in nine service centers and 40 front offices around the world, Siemens Global Business Services leaves a global footprint. This proximity to the customer allows it to take on key operations and functions with adaptable, flexible teams. These teams are ready to act in a changing business environment, take on challenges and fulfil market needs - making GBS a partner of choice.

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