

# Case Study

## SAP Deutschland AG & Co. KG Bayer AG

Internationale Fachmesse  
für industrielle Instandhaltung

**M,O,C, München**  
**18.-20. Oktober 2005**

International Trade Fair for  
Industrial Maintenance

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### Comprehensive facility management and maintenance using a solution for automating company-wide processes

**Sector** Maintenance services / Maintenance management for plants/machinery

**Industry** Pharmaceuticals, agrochemicals, polymers

- Brief description**
- Maintenance and facility management within the scope of a comprehensive asset-lifecycle concept
  - Standardization of maintenance processes in all group companies and service divisions using SAP software
  - Automation of cross-company processes when performing maintenance tasks

**Tasks** To automate cross-company processes at Bayer within the scope of the Famous (Facilities & Asset Management Optimized & Unified Solutions) Project using a corporate-wide solution that depicts the new organizational structure of the Bayer Group's maintenance and facility-management operation.

**Preparation** The group prepared to transition from a mainframe computer system and self-developed applications within each division to an integration-capable system configuration for the entire Bayer Group by establishing a project group that designed and tested SAP solutions and conducted training courses. The SAP system for Bayer Crop Sciences was introduced in 2001, i.e. before reorganization of the Bayer Group. In October 2002, after reorganization of the Bayer Group was complete, the group launched its cross-company process program at Bayer Crop Sciences and began implementing it at other companies within the group.

**Introducing an automation solution for group-wide maintenance and facility management** *Within the scope of reorganizing Bayer AG, a globally active enterprise with core competencies in the fields of pharmaceuticals, agrochemistry and high-performance materials, many of the business relationships between divisions that used to be internal had to be transformed into external ones. Instead of booking maintenance services as cost-center items, they were booked as accounting transactions that affected the balance sheet. To avoid having to hire new personnel and introduce standardized procedures for business processes in asset management, Bayer decided to introduce an integrated system solution from SAP AG, which used a software solution to automate cross-company processes.*

Until 2002, Bayer AG had various operations (key users) and service divisions (e.g. maintenance workshops) that settled accounts with one another internally by booking them from account to account. When the holding structure was introduced, the companies became separate legal entities and had to do business on their own accounts. To depict the new organizational structure, Bayer had two alternatives: Hire as many as 100 new employees as buyers, or automate the service processes between the various organizations so that the administrative functions could be performed by the SAP system. Bayer decided to link the SAP systems of the new companies with interfaces and to automate the ordering and invoicing procedures for maintenance services. A project team with 100 specialists from the specialty departments, Bayer Business Services and external consultants designed and implemented SAP solutions for 14,000 end users, who they also trained. It all begins with a PM (plant maintenance) job request, which is used to generate an order.

When the order reaches the service provider, it generates a sales receipt, which is attached to the PM request. Once the service has been rendered, an invoice is drawn up automatically. A service record report automatically documents the service that was rendered and any expenses incurred (parts, labor). With approximately 120,000 jobs per year, strict standardization and automation of cross-company service and maintenance procedures for plants and machinery pays off. All in all, the use of SAP solutions has increased productivity at Bayer.

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### Benefits

- Simplified and standardized cross-company procedures for servicing and maintaining plants and machinery.
- High transparent and reliable process control.
- Cost reductions due to automated processes that used to be performed manually.
- Cost reductions by automating the exchange of information.

### Customer

Founded in 1863, **Bayer AG** is a globally active company with core competencies in the fields of healthcare, food and high-quality materials. Since 2002, Bayer AG has consisted of three subgroups, i.e. Bayer HealthCare, Bayer CropScience and Bayer MaterialScience, and three service divisions, i.e. Bayer Business Services, Bayer Technology Services (engineering services) and Bayer Industry Services (plant-specific services). Bayer has more than 5,000 products and 113,000 employees. It generated sales of nearly 30 billion euros in 2004.

Internet: <http://www.bayer.de>

### Contractor

**SAP Deutschland AG & Co. KG**, a subsidiary of the world's third-largest software supplier, develops customized business solutions for its customers. The SAP Group, which was founded in 1972, now has some 30,000 employees. Worldwide more than 8,200 of its employees work on software development. With subsidiaries in over 50 countries, the SAP Group generated 7.5 billion euros in sales in 2004.

Internet: <http://www.sap.com/germany>

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### Maintain 2005

Munich International Trade Fairs celebrated the premiere of MAINTAIN, the International Trade Fair for Industrial Maintenance at the M,O,C, Event Center, from October 18 – 20, 2005. MAINTAIN is the only exhibition in Germany that provides experts and decision-makers in the processing and manufacturing industries with non-sector-specific information about modern solutions for the inspection, repair and maintenance of industrial plants and machinery. Thanks to practice-oriented reference projects, optimum market proximity is guaranteed. The fair examines the topic of industrial maintenance as a core competency and a factor of production. The exhibition is rounded out by forums and an up-to-date Internet platform.

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