

SAP Implementation Gives the Forensic Science Service a Clearer Picture

Capgemini helps world's leading forensic science organisation to increase the value of services through greater clarity of costs and project deliverables

The Situation

The Forensic Science Service (FSS) is the market leading supplier of forensic science services to police forces in England and Wales, as well as a source of training, consultancy, and scientific support for overseas and private sector customers. The business is currently a UK government-owned organisation run on wholly commercial principles in a competitive market.

Although having an established reputation and an impressive product range, FSS recognised that it couldn't afford to rest on its laurels. With an impending government review on the horizon, the business wanted to ensure that key business processes could continue to support the delivery of high value services within a commercially-driven framework. In particular, FSS identified time recording and job costing as an area that could be improved to give better management information leading to more accurate and competitive pricing across multiple lines of business.

The Solution

With one of the largest groups of SAP consultants in the UK, Capgemini was ideally placed to work with FSS on an enhancement programme that would deliver new capabilities to the forensic organisation's existing SAP system. Taking a highly collaborative approach, Capgemini developed a web-enabled time recording system that allow FSS to analyse its costs in order to determine product, customer and service order profitability.

This was the first phase of a longer-term relationship between the two organisations and was followed by a second SAP enhancement in response to the pressure to understand profitability and become more intimate with the financial processes.

The Result

An upgrade to the SAP infrastructure has delivered an enhanced Management Information reporting capability that is enabling FSS to better track, manage and report on its business.

“With one of the largest groups of SAP consultants in the UK, Capgemini was ideally placed to work with FSS on an enhancement programme that would deliver new capabilities to the forensic organisation's existing SAP system.”



The joint and highly collaborative FSS-Capgemini project team adopted Capgemini's DeliverSAP project management approach to ensure that every phase of the implementation was delivered according to the schedule. SAP quality assured the solution following each key phase and SAP's Solution Manager provided the repository for project documentation. The team also designed an effective project governance structure, based on the shared understanding of the importance of change leadership and risk management for this type of long-term programme.

How FSS and Capgemini Work Together

As a winner of the SAP Award of Excellence for eight consecutive years, Capgemini has developed methods and accelerators that ensure consistent deployment of SAP solutions. This proved crucial for the early success of the FSS SAP enhancement programme and will continue to do so for future projects.

The SAP enhancement programme at FSS is ongoing with Capgemini taking the role of preferred supplier for a three-year period. During this time, Capgemini is helping the FSS to deliver its training programme and will provide guidance around benefits realisation.

The first phase of the programme addressed issues around efficient time recording and job costing capabilities. Capgemini's solution incorporated:

- implementation of the Enhanced Timesheet
- development of a Job Costing suite
- development of Job Costing Management Report through SAP BI
- change management support
- training in the use of the solution
- support of the solution and software.

This gave FSS an easy-to-use customised timesheet that provides the data necessary to determine the cost of jobs. It also supports reporting to enable analysis of staff utilisation, job costs and revenue margin per job. Crucially, the new timesheet was very well received by the end user community.

Building trust

The timesheet implementation was the start of a solid working relationship founded very much on trust. This trust became increasingly evident during the second phase to provide FSS with an infrastructure that would be easier to integrate with existing and new SAP technologies, was in line with SAP's release

strategy, and had a consistent and similar look and feel across applications. FSS agreed to take a different commercial approach to elements of this phase, one that had a level of risk on the forensic company's part. Rather than opting for a fixed price, FSS agreed on a "time and materials" contract, trusting Capgemini to deliver value—and this trust paid off.

One of the key requirements of the SAP enhancement programme was to improve management information (MI) in order to drive informed decision-making. Previously the MI processes within FSS were labour intensive and complex but this has all changed with the implementation of SAP BW (Business Warehouse). This provides operational and management reporting and analysis from the order management system (OMS) and has significantly enhanced the tools used to extract, process and present MI. SAP BW has improved the capability of managers to drill down through management information to determine causes of exceptions and make decisions accordingly.

Throughout the development work on the early timesheet phase as well as the ensuing MI project, Capgemini's Rightshore® resources were used. In order to maximise the value provided, Capgemini worked with the FSS to set up a secured office to enable the Rightshore® staff to work on the programme. This office was effectively outside the normal FSS offices and a Virtual LAN was set up that enabled collaboration while preventing unauthorised access to any sensitive or confidential FSS information.

As the Forensic Science Service continues to lead the way in the delivery of valued forensic services, its SAP enhancement programme clearly spells out the company's determination to match exemplary scientific expertise with high levels of business acumen and process. Capgemini not only delivered value for money, but combined this with an in-depth SAP expertise and understanding of the FSS's commercial landscape.



About Capgemini and the Collaborative Business Experience®

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience. The Group relies on its global delivery

model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs over 92,000 people worldwide.

More information is available at www.capgemini.com

Capgemini UK
 Government & Public Sector
 Consulting & Technology Services
 Finance & Employee Transformation
 Advanced Development & Integration
 SAP
 Rightshore®

Approved by:
 Mark Lowther, ICT Director, Forensic Science Service
 John Cook, Account Director, Capgemini

In collaboration with



The Forensic Science Service is the market leader in the supply of forensic science services to police forces in

England and Wales, as well as being a source of training, consultancy and scientific support. The FSS provides innovative electronic forensic solutions to digital crime investigators. For more information, please visit: www.forensic.gov.uk