

“

With its project management support of the program leadership, Capgemini made a significant contribution to the successful implementation of SAP at the Bundesagentur für Arbeit. Thanks to Capgemini's support, the BA's own IT organization was able to take over full responsibility for operating the SAP system well before the end of the project.”

Thomas Kastl
Senior Vice President ERP,
Bundesagentur für Arbeit



Systems fit for the future at the German Federal Employment Agency

**Capgemini works with
Germany's
Bundesagentur für
Arbeit to modernize
the technology
platform which
guarantees services
and payments to
millions of citizens**

The Situation

The Bundesagentur für Arbeit (BA, or German Federal Employment Agency) facilitates the effective running of the employment market in Germany by bringing together jobseekers and employers, as well as providing social security payments and unemployment insurance to citizens across Germany. It is working to improve its services and become more efficient by modernizing its applications landscape.

The reliable provision of support services including unemployment insurance and child benefit to millions of citizens represents a major challenge for the BA. The BA was using multiple back office applications which supported its Human Capital Management (HCM) and Finance functions. These ran to a large extent on legacy technology platforms which were inflexible and difficult to maintain. In order to optimize its IT systems, the BA drew on the expertise of multiple IT providers.

The Solution

The BA decided in 2006 to replace this software, which was not viable in the long term, with a standard ERP. As part of an EU-wide tender process, SAP was selected as the implementation partner – with Accenture as a co-provider.

Work on the project began in 2008. Functional components went live in stages, from the launch of the first HCM elements in October 2009 until the last pieces of the finance solution were delivered in January 2011. Throughout this process a small Capgemini team supported the BA's technical project lead in managing the implementation.

Capgemini's role was to ensure that the technical risks were robustly managed and that the emerging solution satisfied quality requirements. Particular importance was placed on the complex customized interfaces between SAP and other BA systems, which involved liaison with multiple business teams.

To allow responsibility for maintaining and further developing the SAP system to be taken over by the BA in April 2011, Capgemini developed a maturity model. The aim of this was to identify any skills gaps and ensure the team had the capability necessary to maintain the system through to a pilot phase.

The Result

Capgemini made a significant contribution to ensuring that the BA could implement the system on time and within budget. The BA now operates a high-quality ERP system with efficient interfaces to the other applications in its IT landscape. Thanks to effective knowledge transfer from the implementers to the BA's people, the BA was able to manage the new technology independently in the long term.

The implementation and subsequent operations ran smoothly, with no impact on services or benefits provision. Given the enormous technical changes implemented over a three-year period, this is a remarkable achievement.

How the Bundesagentur für Arbeit and Capgemini worked together

The Capgemini team included no more than three people for the duration of the project, and they worked closely with the BA's technical project lead to provide independent advice on the implementation. They developed customized reporting methods to track the status of development for each interface, and monitor risks. The maturity model they created enabled the BA to align its organization to the new technology. In addition, the team carried out test management before the go-live, and incident and problem management after the implementation.

The BA gave Capgemini the maximum customer satisfaction rating of 5.0 using Capgemini's OTACE (On Time, and Above Client Expectations) measurement system throughout the project.

For more information on this project, please contact:

success.story@capgemini.com

About Capgemini

With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

www.capgemini.com

Capgemini Germany

Global Public Sector

Tax & Welfare

Approved by

Thomas Kastl

Bundesagentur für Arbeit

Lars Santesson

Capgemini

in collaboration with



The German Federal Employment Agency (BA) provides comprehensive employment and training services for citizens and organizations in the labor market. A nationwide network of employment agencies and offices enables it to deliver its services. The BA's main responsibilities are facilitating training and recruitment, providing careers advice and guidance to employers, developing vocational training, supporting the professional development and integration of people with disabilities, working to preserve and create jobs, and providing social security benefits including unemployment insurance and insolvency funds.

In addition to this the German Federal Employment Agency undertakes labor market and employment research, labor market monitoring and reporting, and produces employment statistics. It also pays child benefit to families, and has regulatory powers to combat fraud.

More information is available at:

www.arbeitsagentur.de