

SUCCESS STORY

DEUTSCHER RING TRUSTS IN FUTURE-LOOKING TIME MANAGEMENT

The IT departments of insurance companies can optimize their business processes and save costs through automation and modern organization management. This applies to more than just contract processing and claims management: An efficient IT architecture makes it possible to introduce an integrated time and attendance system, which reduces the need for internal administration thanks to universal processes. In introducing such a time management system, the Deutscher Ring Group has been able to achieve benefits through transparent personnel planning and flexible staff scheduling.

Deutscher Ring is a well-established corporate group that has transformed itself from a classical insurer to a modern financial services provider, developing tailored financial security solutions for its private customers. In order to maintain this position, an efficient customer- and process-oriented corporate structure is required. This is a prerequisite for exploiting the potential in the highly dynamic insurance market and creating long-term customer relationships based on trust. *"We offer our customers high-quality and performance-oriented financial services. So for us, the logical step was to introduce an efficient solution for time and attendance as well as for our entire building management, and thereby support and optimize our processes across the board,"* says Rolf Jungnischke, who works in the Project Management Office and is the IT project manager responsible for introducing the human resources software at Deutscher Ring in Hamburg.

Integrated Time Management System

The strong customer focus and the related need for modern organizational structures call for a high degree of flexibility and personal responsibility on the part of all employees of Deutscher Ring. For this reason, the financial services provider decided to introduce two new systems for all its employees at the company headquarters in Hamburg: the Time & Attendance module of the Adicom® Software Suite and the Enterprise Buildings Integrator (EBI) building management system from Honeywell Buildings Solutions. After successful completion of the pilot project, the integrated time management system will be rolled out at offices nationally.

With the implementation of the Adicom Software Suite, Deutscher Ring has a flexible, Web-based time management system that includes an approval workflow. The system manages some 1,500 employees, including the entire field service and administration personnel, as well as temporary and cleaning staff. Each individual employee can access and personally manage his or her work time account at a local workstation. Thanks to the group-oriented structure of Time & Attendance, the entire process of vacation administration can be performed without paper. This also eliminates the need for time-consuming processing and post-processing in the human resources department. The latter can locally administer all work time and vacation accounts for the entire staff. *"All functions in the integrated time management system are bundled in what we call our flexitime center. An approval workflow ensures that our employees in the flexitime center are permitted a full view of all data. They are the actual 'keepers' of our system,"* says Ute Trocha, Technical Project Manager and Head of Operation Services at Deutscher Ring. For all other employees, this approval workflow controls which supervisors and department managers can or cannot directly view the attendance and absence times of their staff, or which persons in which departments have access and which do not. The administration workload is effectively reduced through the new system structure. The complete system is linked to eight time-recording terminals (seven in Hamburg and one in Cologne), which transmit the employee data to the time-recording system. From there, it is sent via an interface to the payroll system. Furthermore, access control for all employees, as well as external employees, companies, and visitors to the company headquarters in Hamburg, is managed in the Honeywell Enterprise Buildings Integrator (EBI) using 80 access terminals.



Optimized Processes, Increased Security

Thanks to the fact that the complete time-recording system is integrated in the building management system, the new IT solution also encompasses access control and can be extended to include fire and intrusion detection and building control. As a result, overall security and transparency in the company has been effectively improved, and all administrative processes have been reduced to a minimum. As part of the project, the proprietary, UNIX-based time-recording and access control system that had been in use for 15 years was replaced by a Web-based client/server structure. A key component of this comprehensive and future-oriented solution is that all employees have only one form of ID with two different chip technologies. Employees can perform three different functions with this card: The non-contact chip enables time recording and access control, and also records all canteen visits. The smart chip authenticates employees when they log on at workstation computers. The complex project took two years to complete. The entire hardware was switched and installed within just 14 days; the operating system change over was successfully completed in 2006. Since then, the integrated system has been running in real time on two Microsoft SQL Servers under Microsoft Windows 2003. *"With sound technical support, we have accomplished a real technology transformation and replaced our old system with a modern, integrated IT solution. Our new time management system has been running stably and reliably ever since. It maps our processes optimally and has been well received by staff,"* says Ute Trocha, listing the merits of the system.

Personnel Scheduling Completes the System

In a second step, the financial services provider transferred the existing data, master records, and cost centers from the payroll system to the Personnel Scheduling module of the Adicom Software Suite. The system enables the analysis of over- and understaffing in the complete flexitime framework, as well as flexible time modeling with absence planning. This is a key requirement for the many field service employees, in particular. This function has led to greater transparency in the coordination of attendances and absences, and to better communication within the entire company. *"To strengthen our competitiveness and ensure good customer relationships in the long term, we need to deploy modern human resource management strategies that enable and permit a customer- and process-oriented planning system,"* says Ute Trocha, commenting on the financial

service provider's decision to integrate time and attendance as well as absence planning into the time management system.

Flexible Organization Structures thanks to Vertical Integration

With the Adicom Software Suite and the integration of the Honeywell Enterprise Buildings Integrator™ for IT-supported building management, Deutscher Ring Group has a powerful, vertically integrated system solution that is flexible to use and will increase transparency and security throughout the enterprise over the long term. Further systems can be integrated into the existing system at any time using variable interfaces. The entire process landscape of the financial services provider can thus be optimally mapped; processes extending from time recording and the multi-purpose company ID through to employee scheduling can be optimized; and the amount of administration and the related costs can be reduced effectively. *"The use of the Adicom Software Suite and its complete integration in the EBI building management system from Honeywell allows us to transfer our high standards in the insurance business to other company areas thanks to professional personnel planning. Only when all systems interact effectively we can offer our customers powerful products and security, and therefore gain their trust,"* says Rolf Jungnischke.

About Deutscher Ring

Deutscher Ring Group, with its headquarters in Hamburg, Germany, was founded in 1913 and today employs around 1,700 people. In the 2007 fiscal year, the group managed a portfolio of some 2.8 million contracts in the areas of insurance, savings and loan associations, and capital investments. The company is a leading financial services provider of pensions, health insurance, and hazard insurance to private customers.