

CASE STUDY

Maersk Line Plots a Course to Savings with Winshuttle for SAP Financials

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– SAP Architect
Maersk

Every day, the 25,000 employees of Maersk Line, a division of A.P. Moller - Maersk (MAERSKB: Copenhagen), guide the company’s 600 vessels and millions of container units with food, clothes, oil and numerous other items to countries around the world. And with each port reached and container delivered, invoices are triggered and suppliers are paid; but not without the transfer of large volumes of transactional data into Maersk Line’s SAP ERP 6.0 Financial system.

Challenge

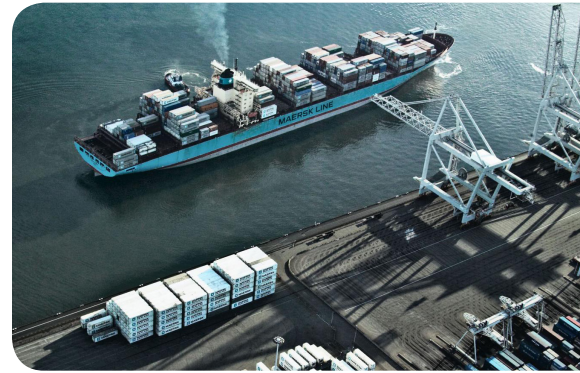
To meet operational goals and maintain industry leadership, Maersk Line IT is tasked with automating finance and accounting processes using SAP. From journal entry to invoice creation, over 160 unique processes are executed using dozens of SAP transaction codes (T-codes) at numerous global service centers (GSCs).

With each financial T-code requiring unique data input, Maersk initially relied on manual set-up and posting which was labor intensive, time-consuming, and prone to costly inaccuracies. Over time, input processes were localized in many countries, compounding costs and errors. To address this challenge, Maersk began leveraging Microsoft Access and Excel macros, but was soon maintaining over 2000 scripts and templates, creating substantial governance and compliance challenges.

To solve these problems, professionals at Maersk Line IT began searching for a global SAP automation and usability solution that could accelerate and standardize data operations without increasing costs. Their key concerns were the cost of manual input and governance of automation scripts. But they also needed a solution that maintained SAP security requirements with little impact on application performance.

Solution

Maersk Line IT selected the Winshuttle platform as the best solution for leveraging employees’ familiarity with Microsoft Excel, standardizing processes with templates and workflow applications, and eliminating ungoverned macros. Maersk also saw benefit in Winshuttle’s Business Value Assessment (BVA) methodology which identified specific SAP processes most appropriate for simplification and automation. The BVA



Industry

- Transportation and Logistics

Challenge

- Time-consuming SAP Financials data entry
- Costly error corrections and reprocessing
- Proliferation of un-governed Excel templates

Solutions

- Winshuttle Studio:
 - Transaction
 - Query
 - Runner
 - Designer
- Winshuttle Foundation
- Winshuttle Central

Results

- 15% increase in productivity
- 50 employees moved to higher value tasks
- Significant reduction in errors and corrections

SAP Version

- ECC 6.0

SAP Modules

- FICO

SAP Transactions/Types

- Post Incoming Payment (F-28)
- Clear Payment (F-32)



“Winshuttle helps process tasks with speed and accuracy. It will process huge volumes in less time.”



MAERSK

– Order-to-Cash Specialist
Maersk

results provided both a blueprint for solution implementation and quantifiable savings estimates that helped quickly win approval from internal decision makers.

The Winshuttle solution went live in Copenhagen, and shortly thereafter in China, India, and Philippines. Using the Winshuttle “Record, Map and Run” authoring environment, the IT team recorded SAP data operations to create new automated Excel templates for entering data and executing specific transactions. Winshuttle’s control features ensured that the templates were under centralized governance and change management.

With minimal training and IT dependencies, Maersk’s GSC teams now run data uploads using Winshuttle templates and can be productive even during system outages. “Winshuttle helps process tasks with speed and accuracy,” commented an order-to-cash specialist in Pune, India. “It will process huge volumes in less time.”

Results

Deploying the Winshuttle platform has generated immediate, measurable benefits for Maersk. In two specific examples, time to execute Winshuttle automated transactions decreased significantly compared to the old processes (see Table 1). Overall efficiency gains have allowed Maersk to redeploy 50 full time employees to projects requiring higher domain knowledge.

Table 1 – Percentage Time Saved From Winshuttle Automation

Transaction	Old Process	Winshuttle Automated Process	Percent Time Saved
F-28 - Post Incoming Payment	150 seconds per transaction	15 seconds per transaction	90 percent
F-32 - Clear Payment	90 seconds per transaction	9 seconds per transaction	90 percent

Overall, Maersk estimates that the GSC finance and accounting teams have achieved ten to fifteen percent productivity gains.

And since the deployment, data accuracy has increased as errors are now immediately flagged in the new centrally managed Excel templates and corrected before entry into SAP. Further, Maersk has decommissioned 50 percent of its old Access and Excel templates which significantly reduces maintenance and compliance audits.

“We’ve realized substantial savings from Winshuttle, and with no application performance issues. And with Winshuttle’s simple interface, we’ve actually seen increased usage in SAP which means a higher ROI on our ERP investment”, said a Maersk SAP Architect involved with the project.

Next Steps

Deploying the Winshuttle platform for SAP Financials is just the beginning for Maersk Line IT. The group is evaluating additional business processes to find potential savings in other SAP modules including Human Capital Management, Materials Management, and Plant Maintenance.

As Maersk Line IT expands the Winshuttle platform deployment to include additional T-codes and locations, it expects GSCs to redeploy 150 additional staff members to new projects, giving the group more resources to address market needs and deliver a better overall customer experience.

WINSHUTTLE™ Improving ERP usability and customer profitability

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