



GENERALI DEUTSCHLAND

We benefited enormously from the experience and advice of the SNP experts and achieved our strategic and process-related goals despite challenges in carrying out the project.

[Arne Daudert, Senior Product Manager Finance Core, Generali Deutschland Group](#)

Successfully Implement Compliance Requirements

About Generali Deutschland Group

The Generali Deutschland Group is the second-largest direct insurance company in the German market, with approximately 18.1 billion euros in income from premiums and more than 13.5 million customers. Among others, the following companies are part of the Generali Deutschland Group: GeneraliVersicherungen, AachenMünchener, CosmosDirekt, Central Health Insurance and Advocard Legal Expenses Insurance.

Further information: www.generali.com

The Challenge

New compliance requirements, known as Financial Accounting Risk Governance, which resulted from Italian case law, needed to be implemented for the Generali Group's entire SAP® application environment. The goal was to minimize change-related risks, whether brought about through projects or daily operations, as much as possible beforehand. As such, the company wanted Change Request Management (ChaRM) in the SAP Solution Manager to become a standardized tool for managing change within the SAP system environment. Prior to starting the project, the Generali Group only used an independent software tool to document application and infrastructure changes. This was associated with significant manual work, however, due to a lack of integration.

The Solution

In order to fulfill the new compliance requirements for the Generali Group's entire SAP application environment, it was necessary to introduce the SAP Solution Manager's Change Request Management as well as upgrade the SAP Solution Manager to either SP11 or SP12. The SAP Solution Manager allows changes in the SAP system environment to be documented, scheduled, controlled, and successfully implemented within the predefined timeframe and budget. In addition, all operational SAP systems (including FI/CO/BW/FSCD) were linked to the SAP Solution Manager.

During the selection process, SNP wowed the company with its experience and expertise. The various companies that submitted bids were carefully examined on the basis of a variety of aspects. This included the level of expertise conveyed, as well

as experience with similar projects, availability, and costs. Within the scope of the project, SNP AG advised the Generali Group with regard to the launch and configuration of the SAP Solution Manager Change Request Management module.

The first step of the project saw the collection and itemization of the requirements relevant to the Group, followed by the provision of an ChaRM prototype by SNP. Afterwards, the workflows and standard prototype were presented to the individual divisions of the Generali Group Deutschland. This was followed by customized adjustments to the SAP Solution Manager and the prototype, with subsequent user training seminars for the respective systems.

The first connected system was launched in February 2014 as an SAP ChaRM management pilot project. This was followed by regular GAP analyses and adjustments to the various workflows. The final stage of the project saw the gradual rollout for all systems, carried out every three weeks between March and June 2014. In summary, tailoring SAP ChaRM to the Generali Group's specific requirements was a challenging project, and yet SNP succeeded in achieving all of the strategic and process-related goals over the course of the twelve-month project.

The Advantages

- Standardized adjustments tailoring the system to the new compliance requirements for the Generali Group's entire SAP application environment
 - Intense collaboration when developing the technical steps of the process
 - All strategic and process-related goals were achieved
 - The SAP Solution Manager Change Request Management module supports users all the way from drawing up a requirement through to the transition to production
 - Transfer of knowledge for those responsible for the SAP Solution Manager at the Generali Group
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