



ABOUT WOLTERS KLUWER

Wolters Kluwer Financial Services is the leading worldwide provider of comprehensive compliance, risk management and audit solutions for the financial services industry. 92 percent of the world's top 50 banks use their solutions. The software, expertise and services that Wolters Kluwer Financial Services offer is used by organisations to address risk and compliance challenges, and helps them make critical business decisions.

Headquartered in Belgium, Wolters Kluwer Financial Services designs, develops, markets, implements and supports software that enables their financial service customers to manage the risk and compliance obligations associated with acquiring new customers. It grows their business with existing customers; gives them the ability to manage the risk and financial performance of their portfolios; lets financial institutions better control and manage financial data; and more efficiently manages their audit processes.

Operating in over 40 countries across Europe, North America, Asia Pacific, and Latin America, Wolters Kluwer Financial Services is part of Wolters Kluwer N.V., a global information services company.



TECHNOLOGY COMPANY ACHIEVES PROJECT CONTROL AND REGULATORY COMPLIANCE IN 15 COUNTRIES

HIGHLIGHTS

- Financial visibility to profitably manage projects
- Project management & resource allocation
- Framework for sales information & forecasting
- Compliant sales quotations
- Implementation across 15 countries in under 8 months
- Time recording for consultants
- Automated client software activation
- 24-hour, 'follow the sun' project support

CHALLENGE

As a project based software implementation and support business it was important for Wolters Kluwer Financial Services to know the status of each engagement, and whether they were profitable. With specific, local finance software in each operating country, establishing this financial oversight was difficult.

The client projects themselves also required configuration depending upon the regulatory requirements of that client's country. Wolters Kluwer Financial Services needed to allocate specific consultants and technicians that had relevant knowledge and experience. Project planning was critically important to the success of each project, and any delays in resource allocation had significant impact.

The Wolters Kluwer Financial Services sales team operated globally, which meant that they were often travelling. Getting up-to-date information on sales opportunities, and establishing an accurate sales forecast presented a challenge. The risk and compliance nature of the sales opportunities also required that legal documentation was associated with any quotation. This legal documentation would often change, which presented a further challenge for the Wolters Kluwer Financial Services sales team.

BENEFITS

Financial visibility to profitably manage projects – The implementation provided Wolters Kluwer Financial Services with the management and financial information they needed to ensure the control and profitability of the client projects their teams were on, in whichever country.

Project management & resource allocation – Wolters Kluwer Financial Services could efficiently allocate specific consultants and technicians, with the relevant knowledge and experience, to projects in a timely manner to ensure project deadlines were achieved.

Framework for sales information & forecasting – The sales team now maintain up-to-date information on sales opportunities, and accurate sales forecasts to support management decision making.



Compliant sales quotations – Integration between SAP and SharePoint enabled the latest versions of legal documentation were correctly associated with sales quotations, ensuring a compliant business process.

Implementation across 15 countries in under 8 months – SOA People delivered a best practice solution across 15 countries and minimised the

disruption to Wolters Kluwer Financial Services' business operations.

Country specific implementations of SAP – Applying SAP best practices, SOA People implemented a regulatory compliant solution into Belgium, Luxembourg, the UK, Ireland, France, the Netherlands, Poland, Romania, Spain, Portugal, Switzerland, the US, Canada, Singapore, and Hong Kong.

Time recording for consultants – To support project control and profitability, consultants and technician now capture their time against projects.

Automated client software activation – SOA People integrated SAP with Wolters Kluwer Financial Services' activation software to automate the client's access to the system in receipt of payment.

SOLUTION

Wolters Kluwer Financial Services embarked on an evaluation of potential ERP solutions. Their overarching requirement was to find a solution that was capable of meeting the local accounting and compliance needs for each country that they operated in. After an exhaustive search, SAP was selected as it could clearly demonstrate the country specifics needed.

The selection of SOA People as the preferred implementation partner was based upon their ability to evidence a best practice solution that offered the potential for a short implementation. Wolters Kluwer Financial Services took references from three SOA people customers. This, with the knowledge and experience demonstrated by the SOA People team, convinced Wolters Kluwer Financial Services of their capability.

Applying SAP best practices, SOA People implemented Finance Control, Sales, Purchasing and Project into Belgium, Luxembourg, the UK, Ireland, France, the Netherlands, Poland, Romania, Spain, Portugal, Switzerland, the US, Canada, Singapore, and Hong Kong. In each instance, configuring the system to meet the regulatory requirements of that country.

At the same time, SOA People also implemented Human Resources to enable Wolters Kluwer Financial Services to manage their consultants and technicians, capture their time against projects, and support the project planning process.

Wolters Kluwer Financial Services' software solutions were activated for use by their clients on receipt of payment. In addition to delivering a sales opportunity management and forecasting

solution for the sales team, SAP CRM was implemented to support this software activation. SOA People integrated SAP with the activation software to automate the process. SOA People also implemented integration between SAP and SharePoint to ensure that the latest versions of legal documentation were correctly associated with sales quotations.

To support the geographical spread of implementation countries, SOA People set up three teams to provide 24-hour, 'follow the sun' cover. With one team based in the east, one centrally in Europe and one in the west, integration testing, implementation testing and go-live support could be provided effectively and consistently.

"The initial phase of the project was successfully completed within 8 months, across 15 countries," states Ann Franssens, Group Program Manager for SOA People. "Wolters Kluwer Financial Services invested 400 man days of internal resource in the implementation project, and SOA People committed 410 man days."

"We continued the project with a second phase," continues Ann. "With more than 500 skilled, technical staff to manage, Wolters Kluwer Financial Services needed a capability for appraisals and performance management. We extended the initial implementation of SAP Human Resources to cater for this. We also began the implementation of Business Intelligence, to provide Wolters Kluwer Financial Services with the management and financial information they needed to ensure the control and profitability of the client projects their teams were on. This second phase was successfully completed within 6 months."

"SOA People have continued to support Wolters Kluwer Financial Services and we are a key partner for them," says Ann. "Their business is constantly expanding, and we implement SAP for a new company, with all the requisite, country specific regulation, approximately every three months."

SUMMARY

"SOA People have helped Wolters Kluwer Financial Services enhance their financial reporting worldwide, and with the innovative use of SAP, provided project controls to ensure the appropriate and timely allocation of resource. Working together has resulted in an inspired performance, with regulatory compliant systems implemented in 15 countries."

Liliane Peeters, Finance Director,
Wolters Kluwer Financial Services.

TECHNICAL DETAILS

- SAP ECC 6.0
- SAP Modules: FI CO, SD, MM, PS, HR, CRM, and BI
- 340 Users, and 240 Service Users
- 15 Countries: BE, LX, UK, EI, FR, NL, PL, RO, ES, PT, CH, US, CA, SG, and HK
- 24-hour, 'follow the sun' project support