

# Quick and transparent personnel cost planning with HDI

In the past, reporting inquiries to HR Controlling or the planning processes meant long processing and wait times, due to the large amount of manual work involved. SAP Analytics Cloud delivers a huge quality improvement for an insurance company's cost planning processes.

The system worked well for many years: Managers prepared their personnel cost planning reports in a tool programmed in house, which were then centrally consolidated. Interdepartmental reports were created using a solution developed in house. The processes, however, were too slow and the functions too restrictive for modern requirements. To manage these requirements, HDI implemented the SAP Analytics Cloud with the support of INFOMOTION. The result: a successful improvement!

## The challenge

Previously, HDI had used a solution developed in-house for personnel cost controlling, in addition to Excel. They did not have to pay a licensing fee, of course, but indirect costs had added up over time. Interdepartmental reports and analyses, for example, could only be prepared by the Controlling team. The team consisted of 10 workers, and prepared data analyses either regularly or on an ad hoc basis manually, providing them to hundreds of managers. The process was simply too slow for the modern pace of work.

"Managers should be able to access reports independently in the future, ideally in real time" says Thomas Cmelik, Head of HDI Personnel Controlling, as he describes on reason the company decided to launch the project. The company wanted to combine new technology, strategic data preparation, and automation to deliver added speed.

## The customer

HDI, headquartered in Hanover, is a subsidiary of parent company Talanx AG, Germany's third-largest insurance group. Life and indemnity / accident insurance companies are managed jointly under the HDI brand in Germany and abroad. This means HDI serves both private and corporate customers.



In 2021, the company generated revenues of 30.5 billion euros. 22,500 companies work for the insurer, which has been in existence for over 100 years.

*"Now, we are equipped to face the future."*

Thomas Cmelik, Head of Personnel Controlling at the HDI Group

However, speed was only one consideration. Thomas Cmelik: "We wanted to further develop the content behind our personnel cost planning, integrate more data and allow for more comprehensive analyses."

## The solution

HDI decided to implement a software that combines the latest technology with a future-proof concept and integration into the existing system landscape. By choosing the SAP Analytics Cloud, the company guaranteed the availability of long-term support and continuous improvements. However, since HDI's data infrastructure is complex and since its data warehouse was already somewhat outdated, it quickly became clear that the solution could be implemented only with the help of a specialized partner. Based on recommendations from SAP and colleagues, Thomas Cmelik and his team chose to work with INFOMOTION.

Due to the coronavirus pandemic, 95 percent of the collaboration was conducted remotely. "Holding the longer workshops in-person would have been preferable, but our productivity was nevertheless very good, especially because we could always get in touch with our contact persons quickly via chat and by phone." Together, the team developed the data model, streamlined the database, and optimized the data infrastructure.

"The developers from INFOMOTION worked with us as partners and had a solution-oriented approach to the project, even when things got difficult" Thomas Cmelik says of the project. Not all of his requirements could be met

by SAP Standard, but INFOMOTION succeeded in finding and implementing the needed solutions. "We are happy to accept the minor deficits that do exist. In return, we are benefiting from added functions now that we initially didn't even have on our radar." One of the most important advantages of the new technology is its ability to easily prepare simulations up to ten years in the future, almost in real-time.

HR reporting is also currently being converted to the Analytics Cloud. When this is complete, HDI will offer around 80 percent of all HR analyses as self-service functions, for a significantly larger group of users. Work will be more transparent, faster, and more data-driven. However, minimizing risks was another important reason to take the step, as Thomas Cmelik explains: "Now, the solution can be maintained by anyone, and will help us keep up with digital developments."

To remain as independent as possible from external service providers, HDI values a rapid transfer of knowledge. INFOMOTION provided key users within IT with hands-on training during the project and in separate training sessions, so they could carry that knowledge to the company. "We feel very well-prepared to use the solution in practice" Thomas Cmelik emphasizes. "And if further questions do come up, we can pick up the phone any time." To ensure this, HDI secured further support from INFOMOTION through a maintenance contract.

### The project

- **Modernization of personnel cost controlling technology**
- **Removal of in-house development and introduction of SAP Analytics Cloud**
- **New technology for better data quality and process efficiency, for instance through ad hoc queries and automation**
- **Data democracy: Simple access to data for all business areas through an intuitive interface**
- **Personnel cost forecasts with "top down" and "bottom up" validation**



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