



# KBC Global Services NV

SAP Solution Manager - Development of KBC-specific Roadmaps and Definition of Guidelines for the Implementations Scenario

## Customer Success Story

**“The SAP Solution Manager is at KBC the central tool to guide and manage our SAP implementation projects. QMETHODS’ extensive experience and substantial knowledge in this area was key for the successful definition of our KBC-specific Implementation Roadmaps and in identifying how to use the SAP Solution Manager the best way when implementing SAP Solutions.”**

Walter Van Baelen  
SAP Analyst, KBC Global Services NV



### KBC Global Services NV

KBC is an integrated bancassurance group, catering mainly for retail customers, small and medium-sized enterprises and private banking clientele. It occupies leading positions on its home markets of Belgium and Central and Eastern Europe, where it specializes in retail bancassurance and asset management activities, as well as in the provision of services to businesses. The group is also active in a selection of other countries in Europe in private banking and services to businesses. Elsewhere around the globe, the group has established a presence in selected countries and regions.

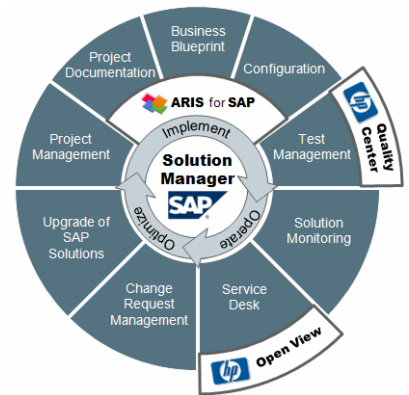
### Targets

The aim was to establish a KBC-specific code of praxis on how to proceed with SAP implementation projects. These guidelines that were based on SAPs standard implementation methodology ASAP were documented with help of the Roadmap functionality in the SAP Solution Manager. In addition to the methodology, an approach for the usage of the Implementation functionality was defined, describing how to maximize the benefits of the SAP Solution Manager when implementing KBC’s business processes.

### Approach

#### KBC IMPLEMENTATION ROADMAPS

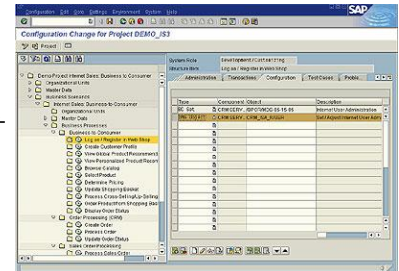
- Definition of the activities in the different phases of an Implementation project that needed to be covered by the guidelines given in the Roadmap.
- Development of directives, rules and supporting accelerators in the area of
  - Definition & Configuration of Business Processes,
  - Technical Implementation Activities,
  - Test Management and Execution,
  - End User Training and
  - Project Management.



- Creation of the KBC Implementation Roadmap in the SAP Solution Manager.

#### KBC IMPLEMENTATION PROJECTS

- Creation of sample Implementation Projects in the SAP Solution Manager and development of exemplary process hierarchies of the Blueprint structure.
- Analysis of the tool-support provided by the SAP Solution Manager Implementation Scenario, e.g.
  - Knowledge Warehouse,
  - RFC-connections to satellite systems,
  - Direct IMG-access,
  - SAP Test Workbench.
- Deriving standards for the technical documentation of design and realization of business processes in SAP implementation projects:
  - Administrative Project Information,
  - Business Process Documentation,
  - Configuration Documentation,
  - Training Materials.



### Results

- ASAP-based Roadmaps adapted to customer-specific requirements as guidelines for the implementation and upgrade of SAP solutions at KBC.
- An approach how to operate the SAP Solution Manager in order to standardize and harmonize KBC’s SAP implementation projects.