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SAP Migration: S/4HANA- and Provider Change at MD BB

The Organization: Medizinischer Dienst Berlin-Brandenburg

Medizinischer Dienst Berlin-Brandenburg (MD BB) is a medical service that impartially assesses a wide range of socio-medical and care-related issues on behalf of the statutory healthcare and nursing insurance funds. Its work covers a broad spectrum of medical services, such as prevention, rehabilitation and care measures, the provision of remedies and aids, new examination and treatment techniques, and, in individual cases, the assessment of whether patients have received incorrect treatment. Other tasks include appraising the incapacity of insured persons to work and reviewing the bill-ing and quality of hospital treatment and care facilities.

MD BB is committed to ensuring the provision of good and fair healthcare for those with statutory health insurance in the regional states of Berlin and Bran-denburg and, in doing so, it is closely in touch with the individuals and their per-sonal circumstances every day.

The Challenges: Lack of Flexibility and Data Security – Migration to S/4HANA

As a long-standing SAP user, MD BB's accounting and human resource processes were implemented in SAP R/3 at a hosting provider. The demands that MD BB placed on the SAP system had, however, changed considerably over the years. The former provider could not adequately implement the changes required to guarantee a sufficient level of data security or the flexibility needed in the health care sector, in particular due to its inability to offer hosting on a single-tenant system. Besides this, a migration to SAP's future-proof S/4HANA platform was also planned.

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Solutions & Results in Detail

With the migration to the new SAP S/4HANA platform, MD BB is now future-proof and has the flexibly it needs. valantic, as the hosting partner, fully complies with all the information security guidelines relevant for MD BB's personal data which are classified as "highly sensitive".

- Secure, high-performance hosting of all its IT at a certified valantic data center that complies with the highest security standards (including a dedi-cated single-tenant system)

- SAP migration – seamless, disruption-free transition from SAP R/3 to S/4HANA

- Functional enhancements for HCM, in the Fiori GUI, role and time man-agement

- Cost and performance KPIs met to MD BB's complete satisfaction

- Highly attractive workplaces, better networking of the teams

- Together with valantic, MD BB developed new methods and approaches in their daily work. valantic continues to support MD BB in ongoing opera-tions. SAP follow-up projects are in progress.

SAP Migration at MD BB: "Our project was completed on schedule and to the complete satisfaction of all project participants"

Medizinischer Dienst Berlin-Brandenburg had been faced with a dual migration: The old SAP R/3 was to be replaced and the underlying system migrated to the new, future-proof SAP S/4HANA platform. At the same time, a change of hosting provider was also necessary since the previous provider was no longer able to satisfactorily meet the latest flexibility and data security requirements. MD BB was looking for a strong partner for this challenging dual project. Of all the po-tential providers, valantic was the most convincing as regards meeting all the cost and performance KPIs set out in MD BB's criterion catalog..

MD BB and valantic tackled the project together from the very start. "At the be-ginning of the project, it wasn't clear to us what exactly we'd be facing. We were up against a black box. As the project progressed, however, it became clear that our initial concerns were unfounded," recalls Tim During, team leader in MD BB's Accounts department.

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RThe first step was to overhaul the existing ac-counting and HR processes in the context of the latest SAP technologies, as well as to model the legacy, custom-designed processes in the new SAP standard. The second step was to perform an intra-year migration of the data, including document history, using valantic's proprietary migration tools.

"The valantic team's outstanding technical support made a seamless, disruption-free transition from the R/3 system to S/4HANA possible."

Tim During,

Team Leader in MD BB´s Accounts department

While this was taking place, valantic also developed a training concept for over 900 users, provided MD BB with the training content and communicated it using a multiplier approach. Day 1 readiness, go-live and the smooth transfer of re-sponsibility to the support organization were ensured through comprehensive cut-over management.

Two Key Requirements Solved With Exemplary Competence

With the dual SAP migration, MD BB was able to solve two major problems at once. The hosting at a secure, certified valantic data center means that MD BB complies reliably with all the necessary guidelines. In particular, it was possible to satisfy the essential requirement of a dedicated, high-performance, single-tenant system – something that the previous provider was unable to offer.

"The SAP migration was followed by the start of a five-year system operating phase during which we'll continue the excellent cooperation, support MD BB with ongoing system operations and implement SAP follow-up projects."

Guido Czampiel,
Managing Director, valantic ERP Consulting

The successful SAP migration to the new S/4HANA platform and the simultane-ous launch of the Employee Self-Service Platform (ESS) have made MD BB fu-ture-proof. "With S/4HANA and ESS, we're now up-to-date.

All employees now receive their time and pay records online. Any type of absence can be accepted, approved and processed digitally," says Dorrit Märthesheimer, Deputy Head of Human Resources and Social Affairs at MD BB.

"The valantic team's outstanding technical support made a seamless, disruption-free transition from the R/3 system to S/4HANA possible. Today we can say that, as end users, we experienced this system switchover as a 'natural' process. Our project was completed on time, within budget and to the complete satisfaction of all project participants," adds Tim During.
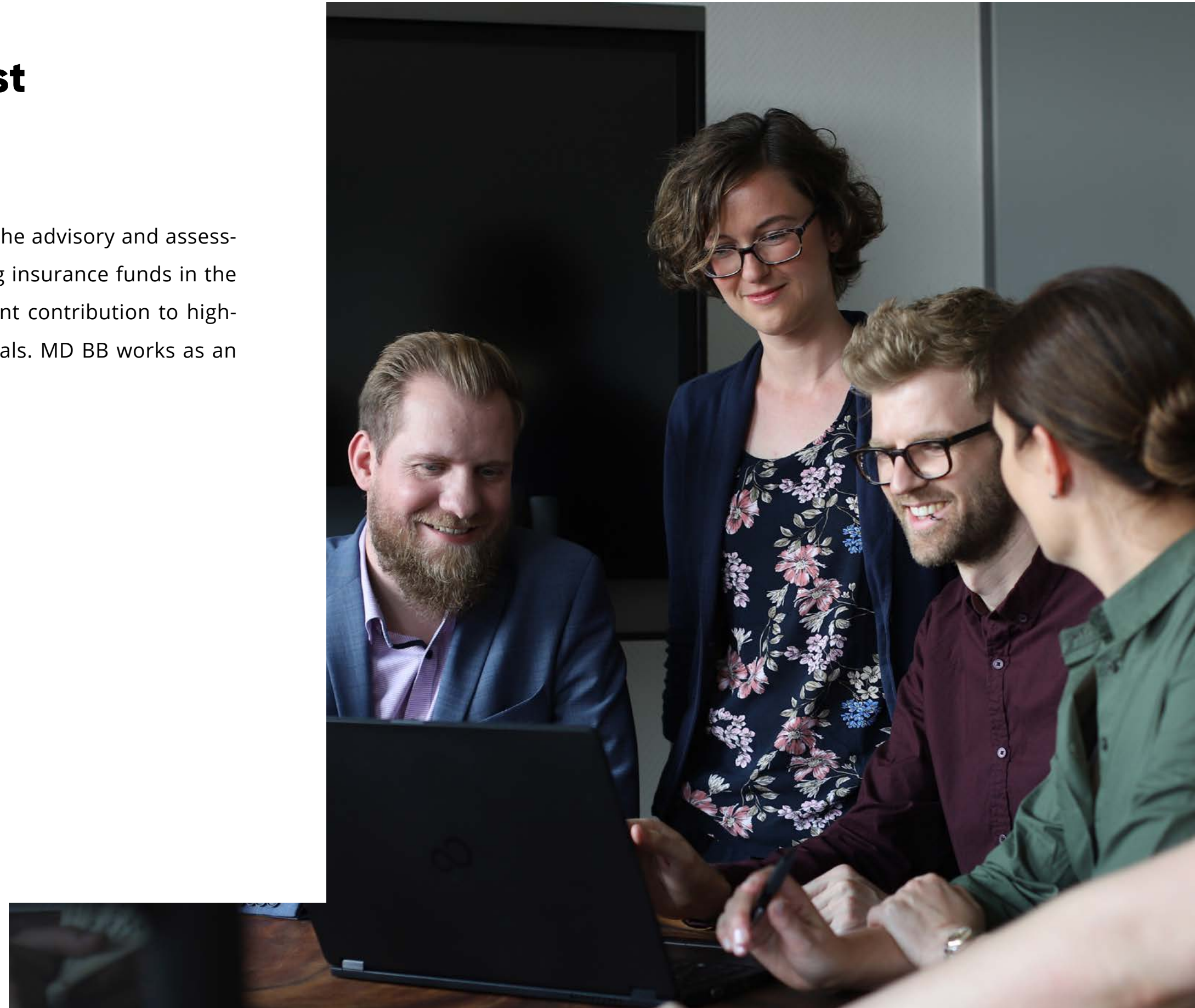
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Joint SAP Follow-up Projects Already Started

Also noteworthy is that, since go-live, the new SAP system has remained below the originally planned budget. "The SAP migration was followed by the start of a five-year system operating phase during which we'll continue the excellent co-operation, support MD BB with ongoing system operations and implement SAP follow-up projects," says Guido Czampiel, Managing Director at valantic ERP Consulting, explaining their joint plans for the future. Among other things, MD BB wishes to upgrade the ESS to include travel expense accounting for its em-ployees, and to extend the executive reporting services. Finally, a SAP solution for personnel planning and employee statistics is also in progress.

About Medizinischer Dienst Berlin-Brandenburg

Medizinischer Dienst Berlin-Brandenburg (MD BB) is the advisory and assessment service for the statutory healthcare and nursing insurance funds in the capital and surrounding region. It makes an important contribution to high-quality and fair healthcare of legally insured individuals. MD BB works as an im-partial organization.

www.md-bb.org

About valantic

valantic is the N°1 address for digital transformation and among the fastest growing digital solu-tions, consulting and software companies on the market. It brings together technical expertise with industry know-how and humaneness. More than 500 blue chip customers already rely on valantic – including 28 out of the 40 DAX-listed companies as well as many leading Swiss and Austrian enterprises. With more than 2,000 specialized solution consultants and developers and 2021 revenues of EUR 270 million, valantic is represented at 25 locations in Germany, Austria and Switzerland, and at a further 11 locations outside the D-A-CH region.

valantic is organized as a unique arrangement of competence centers and expert teams – always precisely aligned with companies' digitization needs. From strategy through to concrete implementation. Its range of services covers Digital Strategy & Analytics, Customer Experience (CX), SAP Services and Supply Chain Excellence as well as Financial Services Automation.

www.valantic.com

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