

# Success Story

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[www.klinikum-muenchen.de](http://www.klinikum-muenchen.de)

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## Munich Municipal Hospital



### **5 becomes 1: A uniform solution for time and attendance and access control creates synergies**

Munich Municipal Hospital is an association of 5 clinics at 5 sites. On January 1, 2005, the five hospitals of the state capital of Munich Bogenhausen, Harlaching, Neuperlach, Schwabing and Thalkirchner Straße as well as the Nursing Institute (Institut für Pflegeberufe), the blood donation service and the central laundry service merged to form Städtisches Klinikum München GmbH (Munich Municipal Hospital). With around 3,500 beds, 260 day clinic places and 9,500 staff, Munich Municipal Hospital is today the largest supplier of health services in Southern Germany. Of all patients who receive hospital treatment in Munich, Munich Municipal Hospital provides care for just under 30% of them.

The range of clinics reflects the entire range of medical care: from ophthalmology to urology, from diabetology to plastic surgery, from gastroenterology to neurology - there are virtually no specialist fields missing.

At the time of the merger, each hospital had its own SAP system, different personnel placement planning and time and attendance, an undefined access control and of course separate employee badges. Within the framework of the centralisation of the five hospitals, a simplification was therefore aimed for in these areas. The individual SAP systems were consolidated into a central SAP system. At the same time, a uniform card system was introduced throughout the company. In the process, the divisions were defined for which the employees use the new badge: for time and attendance, access control, in the cafeteria, at catering and clothes dispensing machines. With regard to time and attendance, the situation at the five sites was very diverse.

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In Bogenhausen and Schwabing, there was, for instance, a Kaba system that was installed and managed by the Munich-based Kaba partner Bavaria Zeitsysteme GmbH. At other sites, the times were still recorded by hand. In the course of standardisation, the decision was taken in favour of personnel planning in SAP in the future and using a certified SAP sub-system for time and attendance everywhere. "For commercial reasons, we wanted a uniform system that supplies the data directly into SAP and uses the SAP standards," explains Daniel Wolf, the module manager of SAP HR at the Municipal Hospital. The decision was then taken in favour of the SAP solution B-COMM ERP for Use with SAP ERP from Kaba which was gradually implemented by the partner Bavaria Zeitsysteme at all sites.

Kaba time and attendance terminals were thus installed everywhere and initially 10,000 old cards replaced with new badges with a uniform design. This took some months. Another 10,000 badges were successively issued to external employees and cafeteria guests. Parallel to this, the usage and payment of the catering facilities across several buildings was reorganised. For this purpose, the Munich-based company Automaten Seitz used a cashless payment system (EC ATM). In addition, older till PCs, machines and recharging terminals were replaced with new systems. Today, employees, external employees, guests, interns, etc. from different sites can use any of the five hospital cafeterias without requiring cash.



In order to be able to manage the different cafeteria authorisations (price depending on employee status) from SAP, an adjustment was made in SAP. This simplified the process considerably. The processes were also improved further in the field of time and attendance. In order to alleviate the burden on the decentralised time and attendance managers, all sites were gradually provided with information terminals of the type B-Net 95 80 at which the employees can print out their time sheets themselves. "This meant that the time and attendance managers and the PR department had their burden greatly alleviated and the employees get their data more promptly," says Daniel Wolf, explaining the benefits of this solution.

### **Access control successively expanded**

Through the merger and the associated site-overlapping access authorisations, the access administration could no longer be managed in SAP by the hospital. To meet these new requirements for flexible access profiles, they opted in 2008 to use the Kaba module "attendance management". In it, all the authorisations of the 9,500 employees are maintained centrally. The central access control thus regulates the

access to the underground parking lots or parking spaces on the premises, the access to the cafeterias and the access to particularly sensitive areas (laboratory buildings, IT rooms, etc.) at all sites. The data center, which requires particular protection, is specially secured via a high-security sluice. "Currently, we are in the process of concluding a company-wide agreement with the works council regarding access control," emphasises Daniel Wolf. After that, further areas such as operating theaters, baby wards, children's intensive care wards are to be secured. However, the company does not want to have the many external employees such as technicians, third-party doctors, consultants and visitors in the SAP system. Consequently, the nearly 2,000 external parties in the company who regularly visit the hospital have been created in the SAP module "Visitor Management". Most of the employees - approx. 5,000 doctors, nurses, care staff, administrative employees - now record their working hours at the Kaba terminals. The project is not yet finished for there is a long way to go before all employees are recorded in the SAP system and the duty roster is not done in SAP everywhere. Nevertheless, Daniel Wolf draws a positive conclusion: "We have a certified sub-system for time and attendance and access control that is entirely integrated into SAP and runs very stably. Overall, we are highly satisfied with the Kaba system and the longstanding support from Bavaria Zeitsysteme and our direct contact person André Kammel. We will therefore be consistently pursuing the route we have taken."