

VIENNA INTERNATIONAL AIRPORT: MASTER DATA OPTIMISATION AND PROCESS SIMPLIFICATION IN PROPERTY AND FACILITY MANAGEMENT

Vienna International Airport implemented the Syskoplan Reply solution iFMS. iFMS (integrated Facility Management System) is a graphical complementary system to SAP for SAP RE-FX and SAP PM/CS. The solution optimises the handling of SAP-based business processes in infrastructural, technical and commercial facility management and expands SAP's range of functions through complementary iFMS software modules. Together, iFMS and SAP form a holistic CAFM with a high level of system integration. The solution is certified by SAP AG.

THE CUSTOMER

Vienna International Airport is one of the few airports in Europe that is listed on the stock exchange. As the developer, constructor and full operator of Vienna Airport, it offers the full range of related services. Favoured by its geographical location in the heart of Europe, Vienna Airport positions itself as one of the most important hubs to the flourishing destinations in Central and Eastern Europe. In addition, its growth strategy is based on the positive development of demand for the destinations in Asia and the Middle East as well as the superior dynamics of the low-cost carriers. Vienna International Airport was the starting or ending point of 19.7 million passengers' journeys in 2008. Each year, approximately 268,000 tons of freight are shifted. The company owns approximately 160 buildings and more than 760,000 square metres of floor space. Some 9,000 rooms or areas are leased. The airport's building services engineering facilities comprise approximately 5,000 technical installations and 60,000 assemblies.

THE CHALLENGE

Various IT systems are used for managing the buildings and installations as well as leasing the commercial areas of Vienna International Airport. Since 1999, building and vehicle maintenance has been based on SAP PM/CS. The property

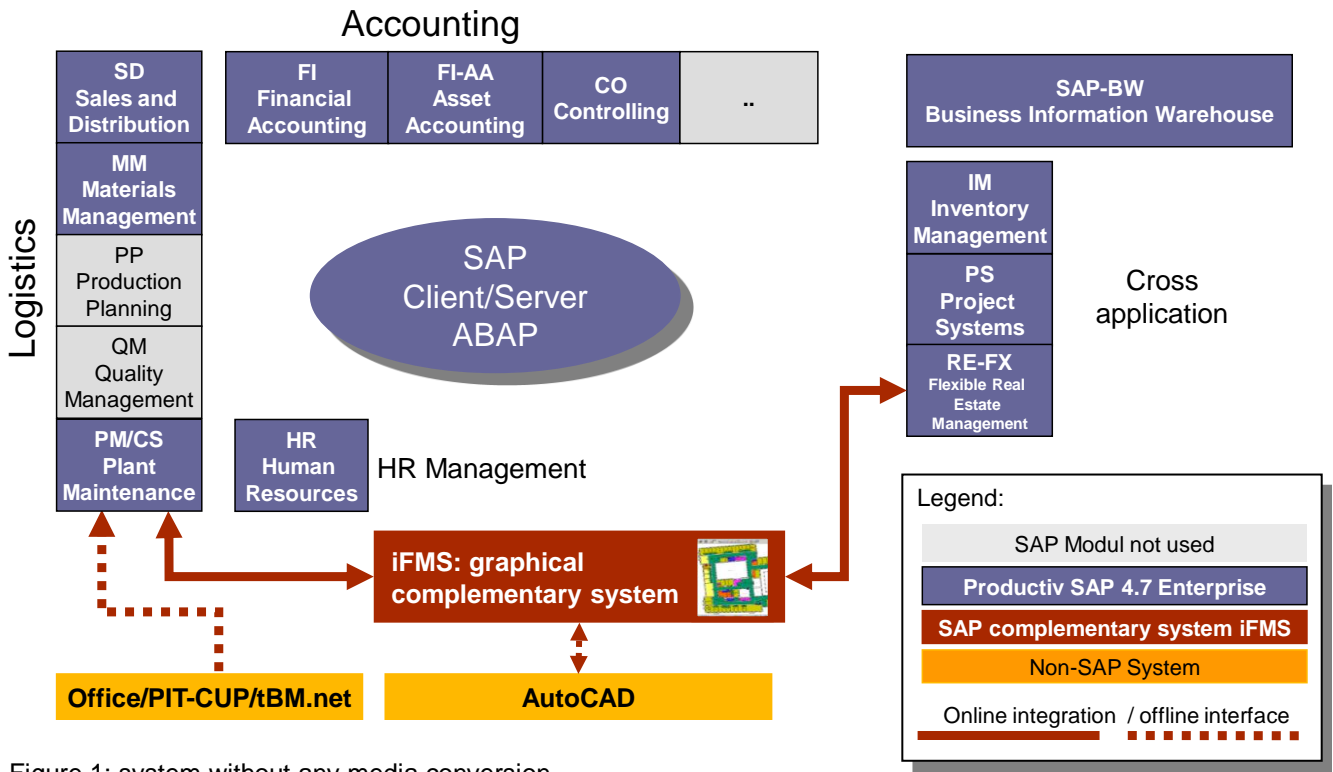


Figure 1: system without any media conversion

management business processes have been supported by SAP RE-FX since 2006. Site-specific CAD data for all stories is recorded in AutoCAD and used as the basis for calculating the rental area. To capture the data in line with the building progress, tBM.net and PIT-CUP are used. The challenges the company wanted to tackle were manifold: on the one hand, the lack of system integration between CAD data, the leasing and technical aspects needed to be solved in order to realise cost savings and quality improvements in master data management. On the other hand, the focus was on process simplification for property and facility management. This was meant to be achieved through process integration and optimisation on the basis of a graphic integration to SAP RE-FX and SAP PM/CS. In addition, Vienna International Airport’s goal is to develop a decision- oriented graphic reporting structure – both technologically and commercially

THE SOLUTION

Within the scope of the first measure, Vienna International Airport is setting up a central data management office. Here, relevant enquiries from the property and facility managers are processed. This office is responsible for the data transfer from CAD and from data capturing in line with the building progress to building operations and leasing. Assisted by Syskoplan Reply, the company also integrated Syskoplan Reply’s SAP complementary system iFMS (integrated Facility Management-System) into the existing system topography at the same time. In the process, SAP RE-FX and SAP

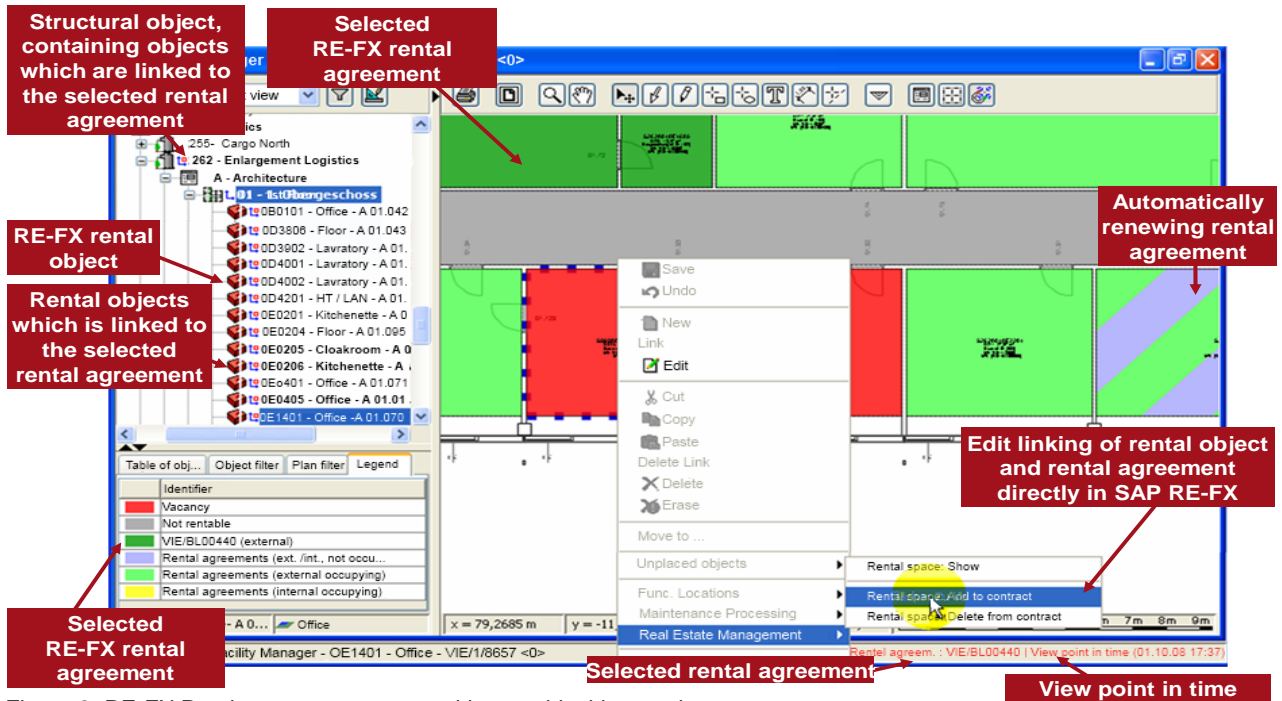


Figure 2: RE-FX Renting process supported by graphical integration

By means of the fourth measure, Vienna International Airport focused on graphic support of the maintenance processes in SAP PM/CS. iFMS links the technology-oriented structures of the technical buildings in SAP PM/CS with the site-specific structure in iFMS and automatically fills in the location data of the SAP objects. iFMS makes it possible to open SAP notifications and orders directly from the graphic and visualise them in the graph. This enables the company to achieve improved process handling quality. The realisation of the project comprised the following milestones:

PM/CS were integrated to form an online system with iFMS, while AutoCAD, MS Office, PIT-Cup and tBM.net communicate with iFMS or SAP-PM/CS via offline interfaces. The result is a centralised data management system free from media discontinuity, which facilitates both quality improvements and cost savings. For example: in terms of the data model, both the user view from SAP RE-FX as well as the architectural and technical views from SAP PM/CS can be viewed graphically and alphanumerically and edited after the system integration in iFMS.

The third measure comprised the optimisation of the leasing processes in SAP RE-FX through the graphically oriented iFMS. This means that for processes such as "Add area to lease" or "Remove area from lease", not only is it possible to present the currently applicable leasing situation in colour on the CAD floor plan and to change the allocation of areas to contracts, but future leasing situations in accordance with the time slice model in SAP RE-FX can also be presented graphically and edited in iFMS. Retrospective changes are also possible. Schedules of activities can now be created by the airport's sales managers, i.e. without checking with the CAD department. This way, Vienna International Airport benefits from a simplification of processes related to the beginning of a cessation of leases and thus an increase in consulting and service

quality.

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- Blueprint and implementation: 09/2007 to 03/2008
- CAD data preparation: 04/2008 to 03/2009
- Technical data capturing: 04/2008 to 12/2009

Data management and data synchronisation have already been productive since April 2008 and the graphical process support has been productive in leasing since May 2008. The new maintenance system has been operational since January 2010.

Christian Mollik, Head of Data Management and Project Manager: "iFMS forms the foundation that makes it possible for all notifications (in particular malfunctions) to be accessed from the graphic in SAP, which ensures the continuous communication of maintenance processes, from start to finish (notification – job – requisition – order – feedback – technical and commercial completion). When it comes to leasing, the leasing situation can now also be presented graphically in a time slice diagram (yesterday – today – tomorrow) and therefore constitutes a suitable tool to optimally process the required tasks."

The following airport departments and external companies were involved in the conceptual design and realisation of the project:

- Customer: airport departments for technical services, aviation and property management
- Coordination: airport information systems department
- Specialised consulting: m+p solutions GmbH
- Graphic/process integration: Syskoplan Reply

In the future, Vienna International Airport would like to record its streets and places graphically in iFMS and depict them with reference to lease agreements. The business processes of the Terminal Operation Center (TOC) based on SAP PM/CS and iFMS are also going to be realised.

THE BENEFIT

The Syskoplan Reply Center Facility Management launched the SAP complementary system iFMS at Vienna International Airport and integrated it with SAP RE-FX, SAP PM/CS and AutoCAD to form a comprehensive solution for property and facility management.



Syskoplan Reply is a leading IT services provider in the SAP environment and develops innovative, flexible and reliable IT solutions, particularly in the areas of Customer Relationship Management (CRM), Business Intelligence (BI) and Facility Management (FM). We implement innovative IT solutions, using adaptable and agile IT platforms extended with customer-specific components. This enables our customers to differentiate in the market and create sustainable competitive advantages. In addition, our customers benefit from our close partnership with SAP, strong industry knowledge and our partnership based collaboration. The inclusion in the network of the European IT service provider Reply opens up access to the knowledge of over 3,000 IT experts. In 2010, the Reply network of companies had a turnover of approx. 384 million euros in the main offices in Italy, Germany and the United Kingdom. For further information visit www.reply.de

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