



AT TUI AG WE RELY ON SPECIAL SAP APPLICATIONS FOR FINANCE AND RISK

MANAGEMENT, WHICH WE DEVELOP CONTINUOUSLY. WITH THEGUARD!SMARTCHANGE FROM REALTECH WE ARE NOW USING A COMPREHENSIVE SOFTWARE SOLUTION, WHICH CONTROLS OUR PROCESSES IN SAP CHANGE AND TRANSPORT MANAGEMENT AND ITS AUTOMATED AND SEAMLESS DOCUMENTATION ENSURES COMPLIANCE WITH INTERNAL AND EXTERNAL AUDIT REQUIREMENTS AT THE PRESS OF A BUTTON.

Matthias Lange,
Head of Group Risk Controlling & Operations / Corporate Finance, TUI AG

SUCCESS
STORY



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TUI AG is Europe's leading tourism group. The company and the group's brands offer the full spectrum of services relating to travel and vacations – from travel agencies and tour operators to airlines, hotels and cruise ships and even assistance at the resort. In the 2011/12 fiscal year TUI achieved sales of 18.3 billion euros and had 73,800 employees. More details can be found at www.tui-group.com.

ALL-INCLUSIVE SOLUTION FOR SAP CHANGE MANAGEMENT

TUI is Europe's leading tourism company with more than 73,000 employees. The corporation operates as a holding company, and handles all its central finance and treasury processes using SAP. These SAP applications are continuously adapted to evolving business needs and legal requirements

Previously for TUI, releases for changes to SAP systems and applications were always correctly organized but they were time consuming, involving e-mails and Microsoft™ Excel tables. This meant it required a great deal of effort to produce the necessary documentation for audit purposes. Working closely with the relevant external auditors, the tourism group therefore decided to invest in an IT-assisted solution, which would make the change processes more transparent and efficient.

After careful research, TUI AG found a suitable solution with REALTECH. With the Transport Management module from theGuard! SmartChange the company can now compile all necessary audit documents with the click of a button using automated processes. TUI also benefits from the gained transparency in its SAP change management.



THEGUARD! SMARTCHANGE – THE GUIDE FOR SAP TRANSPORT ACTIVITIES

TUI and Atos worked with an external auditor to evaluate suitable IT solutions so that they could meet the requirements for greater process quality in SAP change management. Based on numerous recommendations from other customers, REALTECH's theGuard! SmartChange was chosen as the best solution for TUI.

The new solution was introduced in a shared project between TUI and Atos for the SAP modules Financial Accounting, Controlling, Asset Accounting, Treasury and Risk Management. Release processes were established for all changes to SAP applications, which help ensure that the principle of dual control is adhered to. Seamless documentation of all these procedures and the changes themselves also allow the audit documentation to be compiled quickly, thus reducing the day-to-day workload of TUI employees. In addition, the new solution automates and monitors the import of transfers into the SAP landscapes, thus drastically reducing the risk of system failures.

"Implementation of theGuard! SmartChange Transport Management module was very fast and uncomplicated. We were even able to map complex treasury processes efficiently with the software," explained Matthias Lange, Head of Group Risk Controlling & Operations / Corporate Finance, TUI AG. "The software is also integrated into the tried-and-tested SAP interface and we were able to put it into operation with very little training."



AUDIT-COMPLIANT AND RISK-FREE SAP TRANSPORTS WITH REALTECH

To date, the process for SAP change and transport management at TUI AG has been organized using e-mails and Excel tables. The lack of transparency has repeatedly caused delays during internal and external audits. To improve efficiency, the company worked with external auditors to find a software-assisted solution that provides information at the press of a button and reduces employees' workload when compiling audit documentation.

TUI found the appropriate solution with theGuard! SmartChange. Today TUI coordinates the entire SAP change management process using REALTECH's software and the support of the external service provider Atos. To do this, all changes to the various SAP modules are brought together into one central change workflow, controlled centrally, and documented automatically.

The authorized employees can now generate seamless documentation of all operations in SAP change management with just a few clicks. This makes compliance with the dual control principle for release processes transparent.

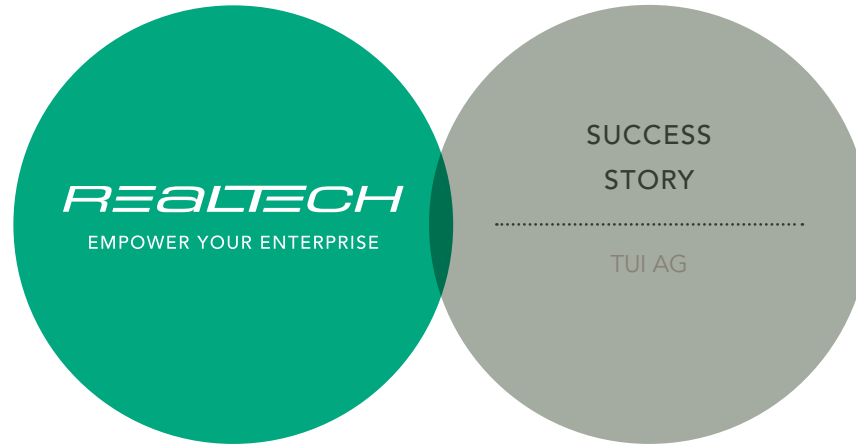
The requirements of internal risk management systems are also supported, for example, documentation of the separation of functions (Segregation of Duties) or compliance with COSO criteria (Committee of Sponsoring Organizations of the Treadway Commission). Automation also ensures that the documentation produced cannot be later modified, an additional control.

"The introduction of theGuard! SmartChange has allowed us to improve the process quality in SAP change management considerably. The high level of acceptability for both internal and external audits speeds up audits considerably and thus saves us valuable time," is how Matthias Lange describes the advantages.

Central control of all transport requests also reduces risks associated with version overwriting and system failures.

Carsten Brunsch, project manager for SAP Treasury at Atos Information Technology GmbH, is also delighted with the new software: "As an international supplier of IT services with 77,000 employees in 47 countries we also assist Europe's leading tourism group with its IT processes and, as a close partner, were very much involved in the selection of the new software. We were particularly impressed with the high level of flexibility offered by theGuard! SmartChange, which allowed us to implement individual requirements. For instance, we implemented a three-level release procedure specifically for the treasury department, as SAP transports are sometimes directly initiated from here."

The introduction of theGuard! SmartChange to optimize SAP change management processes at the financial holding company is considered to be a flagship project throughout the company. Plans are already underway to roll out the solution to other TUI AG companies.



ABOUT REALTECH

REALTECH is an international technology company with unique expertise in SAP and Microsoft solutions. REALTECH helps companies shape the future of their IT organization and get the most value out of their IT assets – from consulting services to implementation and efficient operation. It pursues innovation by incorporating the latest in Industry 4.0, cloud, mobile, and in-memory computing in its customer projects. For more information go to: www.realtech.com

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