



SUCCESS STORY DEUTSCHE BAHN AG

Automation of global booking requests

Challenge

- Approx. 350 accounting locations worldwide
- Several million booking requests annually
- Fragmented accounting system
- Significant complications with approval procedures

„A total of 48 countries on 6 continents with 22,000 users had to be integrated in one system. Every month, 250,000 tasks are completed and 80,000 processes are started.“

Jean Duell, Specialist Accounting Systems, Deutsche Bahn AG

Achievements

- Legally compliant approvals in the TIM BPM Suite
- Compliance with strict data protection and ICS standards within the DB Group
- Confirmation of compliance with these requirements through audits, penetration tests and the General Works Council
- Extensive reporting options
- Stability and the realization of a global rollout are the key factors fulfilled by the TIM BPM Suite
- Fast implementation of the solution

“Even in these dimensions, the TIM BPM Suite has also proven to be a legally secure, sophisticated and, above all, stable system in the long term.“

Jean Duell, Specialist Accounting Systems, Deutsche Bahn AG



In 2019, for this outstanding project, Germany's nationally recognized Society for Organization „gfo“ awarded TIM Solutions and Deutsche Bahn with the Process Solution Award in the category of Workflow Management.

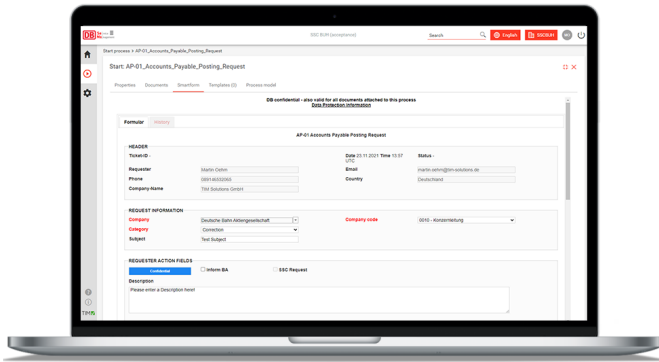
„The TIM BPM Suite convinced us above all with its simple and fast implementation and the flexible further development of workflows.“

Jean Duell, Specialist Accounting Systems, Deutsche Bahn AG

Requirements

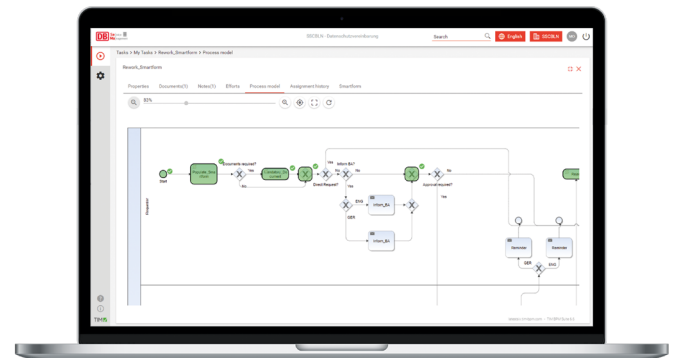
- Centralization at three of 350 accounting locations worldwide
- Modeling and automation of standardized approval and handling processes on a global level for decentrally originating accounting requests
- Legal certainty and stability of the system of utmost importance
- Easy and intuitive usability

Why use the TIM BPM Suite?



- Rapid go-live: In only 6 months from the first kick-off to the go-live of 24 different processes
- Individual and clear display of the respective processing status of the relevant booking orders for each involved employee
- Intuitive usability of the user interface
- Legally compliant approvals in the system (no more non-transparent approval mails)
- Flexible analysis options

- Very complex processes are stable to run
- Transparency of the respective project status
- Very favorable entry with an ROI of less than half a year
- Continuous and consistent development of the TIM BPM Suite
- The excellent support provided by the TIM Team



Deutsche
Bahn AG

Deutsche Bahn Group (DB Group) is an international provider of mobility and logistics services, operating in over 130 countries worldwide. The company designs and operates the transport networks of the future. Through the integrated operation of transport and rail infrastructure and the economically and ecologically intelligent linking of all modes of transport, it moves people and goods.