



HanseMerkur's philosophy is to provide personal advice to the consumer and to ensure the best possible consumer protection. The BCS project management software allows to keep the costs of our IT projects transparent.



**HanseMerkur
Versicherungsgruppe**

www.hansemerkur.de

Industry/Sector: Finance and insurance
Customer since: 2004
Software users: 270

Using Projektron BCS for:
Project controlling, project planning, resource management, time recording

Data from: 10/2011

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For HanseMerkur – an insurance group steeped in tradition – our focus is on people. We offer our customers a range of innovative insurance products which have received multiple awards, and excellent service. This concept has proven effective. For years, our growth has been well above the average for the industry. In the 2008 fiscal

year, the HanseMerkur insurance group – with over 1,700 employees and independent agency owners – posted premium revenues of EUR 895.9 million. The investment portfolio grew to EUR 3.5 billion. Today, HanseMerkur is the only independent, non-corporate insurance group in the Hamburg financial centre.

Policy analysis

Our policy analysis is a professional tool that only offers our customers what they need. It contains a complete package of measures with which we can individually determine the needs of our customers, regularly check that their insurance protection is complete, check for over-coverage, and provide proposals for concrete measures.

Strukturplan		Datumsangaben				
Name	Prio	Start	Ende	Status	Rest d. d.	
BSY	01	Mi 01.12.04	Fr 31.12.10	Offen	210t	
Grundlast	01	Mi 01.12.04	Fr 31.12.10	Offen	210t	
Ad Hoc-Auftrag	01	Mi 01.12.04	Fr 31.12.10	Offen	210t	
Fachbereichsbetreuung	01	Mi 01.12.04	Fr 31.12.10	Offen	210t	
Fehlerbehebung	01	Mi 01.12.04	Fr 31.12.10	Offen	210t	
Grundlast Planposition	01			Beauftragt		
Koordination Planung Abstimmungen	01	Mi 01.12.04	Fr 31.12.10	Offen	210t	
Produktionskontrolle und -abwicklung	01	Mi 01.12.04	Fr 31.12.10	Offen	210t	

HanseMerkur and Projektron BCS

Since the 4th quarter of 2004, HanseMerkur has been using the web-based project management software Projektron BCS. The reason for using this software is to assist us in the calculation, coordination and evaluation of project efforts and to optimise and standardise efforts in the maintenance

field. A particular focus was to simplify the processes in planning and controlling. Projektron BCS replaces a number of planning-, effort recording and controlling tools.

Initially Projektron BCS was only used in the application development department to plan and book the department's own efforts for application systems, IT components and IT projects. Today, the base of users has grown to include the operative IT department and project employees from the specialist departments. Now it is possible to plan and evaluate all HanseMerkur projects with the aid of Projektron BCS, for all departments. Currently, around 130 employees at HanseMerkur are working with the software. Over time, considerably more than 10,000 tasks were created in Projektron BCS and are available for time management.

Standard project roles

Using the software across all departments requires a standard understanding and approach to planning as well as a consistent understanding of the project. The aim in this context was to balance the different interests of participants and to model them in Projektron BCS. The following project roles are also defined: The Planner of a project plans the achievement of the project goal with sub-projects, work packages, tasks and milestones, and assigns resources (internal and external) and efforts to the tasks. The available capacities, the capacity of the necessary

employees and the schedules and costs are of primary importance. The HR coordinators need a view of the current planning status for each of its employees for all tasks, including those employees beyond their own area of responsibility. Cross-project multi-project management needs an overall view of all company-relevant projects in terms of the project capacities available to them, the current planning status and project progress.



The individual employee must only be given access to the booking items for time management he or she needs in order to enter his or her times quickly and efficiently and to be able to provide quick feedback on the status of his/her work, i.e. in relation to the necessary residual effort for the planned date of completion.

Basic loads and templates

At HanseMerkur, employees are usually not released for projects

but keep their tasks in the line. A static budgeting, e.g. of the different maintenance tasks, equipment and distribution times, seemed too inflexible to us as they are not evenly distributed throughout the year. In turn, planning these tasks as a project seemed too complicated to us.

The „basic load“ (the counterpart to project capacity), an internal HanseMerkur concept, is easy to model in Projektron BCS as a low-cost solution for this issue. Over the course of the many years working with Projektron BCS, the model for projects, systems and components in use today has developed to meet the needs of HanseMerkur. The software's flexibility was very well suited to the recurring change requirements. Today, templates are used for typical planning objects which support the creation e.g. of new components or projects, ensuring a standardisation of structures. We have been able to reduce the administrative effort as a result and increase the concentration on content.

Time management with Projektron BCS

The incurred efforts are booked in 15 minute units. This approach seems to offer a balanced relationship between high quality effort figures and low expenditure for pure time management. After every 15 days at the latest, the planner checks the *actual* values of „his/her project“ and revises „his/her planning values“ accordingly.

This enables new project developments to be identified early on, and suitable measures to be carried out.

Conclusion

By implementing Projektron BCS, HanseMerkur has succeeded in achieving transparency in costs and planning in the multitude of projects and line tasks in the IT department. It has allowed us to optimise the planning and execution of projects and company tasks. Bottlenecks in capacity are identified early on. This transparency promotes an awareness of costs amongst internal purchasers, enables a well-founded efficiency analysis and simplifies re-source planning. The support offered by Projektron is very good. Queries are processed quickly and competently via the Projektron BCS support server.

*More success stories and further information about **Projektron BCS** are available at www.projektron.com*