

BearingPoint®

TÜV Rheinland goes agile and launches an innovative workflow platform



TÜV Rheinland Business Stream Products decided to create a digital ecosystem to facilitate cross-functional collaboration between the company's globally distributed teams and customers. By implementing a new workflow platform, TÜV Rheinland gains more control over its projects' execution and delivery, while opening new possible revenue streams through offering tailored services to its customers.



TÜV Rheinland stands for safety and quality in virtually all areas of business and life. TÜV Rheinland's highly qualified experts test technical systems and products around the world, support innovations in technology and business, train people in numerous professions and certify management systems according to international standards.

Conducting timely, high-quality product testing for target markets

TÜV Rheinland Business Stream Products main activity comprises testing product safety, functionality, serviceability, and ergonomics – as well as product certification – to make sure products comply with specific global standards before entering the market. Testing is a rigorous and time-consuming process, involving numerous, often daily product checks during the manufacturing process for various consumer and household goods. For specific goods, like medical devices, machinery, chemical, and electrochemical components, further complex tests are required such as electromagnetic compatibility of electrical and electronic products, or the verification of solar modules, batteries, and fuel cells. Therefore, project execution is time-sensitive to prevent disruptions in production and deliver quickly to target markets.

To keep up with the market pace and customer demands, TÜV Rheinland needed to upgrade its IT systems and processes, and thus improve the service delivery and efficiency of its globally distributed teams.

Creating the reference frame for a strategic product roadmap

BearingPoint worked with TÜV Rheinland to create a product roadmap for different time horizons. The user-centric approach involved interviews with TÜV Rheinland's employees and customers to gather insights about their digital product feature needs. The team devised the roadmap for a flexible and service-oriented IT architecture to cover organizational, architectural, and procedural strategic projects.

Using web technology and S/4HANA, they implemented a data-driven architecture, giving real-time insights for both TÜV Rheinland and its clients, regarding project status, risks, and timeline. New analytics tools were integrated to provide personalized and KPI-based reports.

Using Agile methodology, the joint team implemented ComPASS, a new service delivery platform, to enable cross-country project teams to collaborate efficiently on program execution and effortlessly onboard 5000+ users in Asia, Europe, and the Americas.

Achieving extensive transparency and cross-functional collaboration

TÜV Rheinland has taken a first step in becoming a more agile organization. By implementing ComPASS, the company opened new possible revenue streams, enhancing its offering portfolio with individual, basic, and extended customer services. TÜV Rheinland customers now benefit from data-driven insights and tailored project analysis that enables strategic decisions within their supply chain. The new platform gives transparency across the entire product lifecycle, unlocking risks mitigation from early testing stages, enabling congruent quality adjustments, thus improving time- and cost-efficiency. TÜV Rheinland also gains a clear and reliable view across project execution timelines and risks, securing its promised and contracted lead and response times.

By using a flexible and scalable project methodology, the client enables end-to-end service accountability, more adaptability to changing requirements, and shorter development lifecycles. ComPASS makes team allocation and asset management more efficient and facilitates cross-functional and cross-country cooperation via its intuitive user interface. This enables improved employee productivity and higher customer satisfaction.

Contact

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