

A photograph of a man in a dark suit and glasses smiling and talking to a woman at a service counter. A computer monitor is visible on the counter. The background is a blurred office or service center.

RDW: Bringing Convenience to Vehicle Registration with SAP® Multiresource Scheduling

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Industry

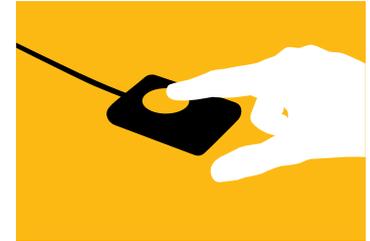
Public sector

Products and Services

Vehicle registration and inspection services

Web Sitewww.rdw.nl**SAP® Solutions**

SAP® Multiresource Scheduling application

PartnerIdeo (www.ideo-nl.com)

RDW is helping to streamline motor vehicle inspections – gone are the long waits on the phone or in line at the service window. Now, Dutch people and businesses fire up their PCs or cell phone browsers when they want to register, and have inspected, any of the 160,000 vehicles they import annually. They enter vehicle and personal information, select a location and appointment times, and the **SAP® Multiresource Scheduling application does the rest.**

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National authority ensures vehicle safety

RDW is the national authority responsible for monitoring the safety and environmental aspects of vehicles in the Netherlands. Before a vehicle or vehicle part is approved for use, or after a vehicle or vehicle part has been modified, RDW determines whether it has complied with prescribed European safety and environmental requirements.

As the Dutch certification authority, RDW performs these activities for manufacturers and importers from all over the world, in competition with other European inspection and certification authorities. Once vehicles have been admitted on the road and assigned a license number, RDW continues to check safety on a periodic basis.

Along with other methods, safety is ensured via technical inspections handled by Dutch garages and supervised by RDW. RDW records vehicle and ownership data and issues documents such as license number certificates and drivers' licenses. RDW also provides information about these matters to authorities in the Netherlands and abroad to support the fight against vehicle crime.

RDW is headquartered in Zoetermeer in the Netherlands and operates 16 vehicle inspection stations across the country. It has an annual budget of €181 million and 1,500 workers.

“RDW reports to the Ministry of Transport but is allowed to run its offices in an entrepreneurial fashion. For the last two years, it has been voted the best employee organization in the Netherlands.”



Noel Garland, Project Manager, RDW

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Collaboration powers strategy

Collaboration is the key component of the RDW vision. “It is collaboration with the customer, collaboration with the transport ministry, and collaboration with the police, among others,” Garland says. “It is collaboration in the biggest sense of the word.”

RDW is focusing on expanding these services, both their number and geographical reach. “We’re collaborating with other groups within the Ministry of Transport and with third parties,” Garland explains. RDW also wants to expand internationally.”

Another element of the RDW vision is convenience and self-service. Or, as Garland puts it, “It’s power to the people. If you wanted to get something done by RDW in the past, you called, stopped by, or sent an e-mail. Now you can simply get on the Internet. This leads to customer satisfaction and reduces government service costs.”

“SAP Multiresource Scheduling supports the RDW vision. It helps us collaborate with others to improve customer satisfaction and reduce inefficiency by providing more self-service tools and by becoming Internet enabled.”

Noel Garland, Project Manager, RDW



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RDW prefers top brands

BRDW's IT philosophy is to stick with one of two proven brands wherever possible. "Our stated viewpoint is, if you're looking at a new project, you look at SAP and Microsoft first for your solution," Garland says. "In the enterprise space, RDW decided some time ago to use the SAP ERP application, especially for financials and human resources."

Still, RDW performed a detailed comparison with other resource allocation software. Says Garland, "We compared the SAP Multiresource Scheduling application to three other vendor solutions. Based on functionality, cost of ownership, and integration with our existing SAP ERP financials and HR functionality, RDW determined that SAP Multiresource Scheduling was the best fit."

"SAP Multiresource Scheduling integrates well with SAP business software. This lets us route the service requests through human resources to check resource availability. We also link point-of-sale billing and payment processes at the inspection garages to corporate accounting."

Noel Garland, Project Manager, RDW



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Testing, communication, and training power success

RDW began the rollout with an extensive functional and technical design. "This is always crucial, but it was especially true for this initiative," Garland says. "Our project required not only the SAP Multiresource Scheduling application but a customer Web portal. RDW uses its own electronic services system, which we had to modify."

The RDW project manager says there was a major effort around testing. Another emphasis was on communications. Says Garland, "We made sure we kept up external and internal communications with our 16 inspection stations, their customers, and their 450 employees regarding the project's progress."

Training was also crucial. RDW trained three to four people in each station and provided follow-up support.

The project kicked off with pilots at two stations. "Because we tested so well, the pilots and full implementations were very well organized and went according to plan," Garland says.

RDW credits partner Ideo with a lot of that success. Ideo is an innovation and design firm that uses a human-centered, design-based approach to help organizations in the business, government, education, healthcare, and social sectors innovate and grow. Says Garland, "Ideo provided excellent support. It worked closely with us during design, realization, and rollout. The Ideo team was very confident; it had done this many times before. The portal integration worked beautifully. The consultants who designed the online customer gateway for RDW had a lot of experience."

"It took us two months to roll out the solution to all the stations. We implemented at two to three stations per week. We met all targets for time and budget."

Noel Garland, Project Manager, RDW



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Customers select time, the software schedules resources

SAP® Multiresource Scheduling helps service providers optimize resource management. The software's intuitive interface lets people visualize their planning needs and assign the best resources based on priorities and skills. With the right personnel deployed at the right time, companies can create a more satisfying customer experience and reduce follow-up services.

At RDW, customers can now log on to the company portal, enter vehicle and personal information, and choose the type of inspections and station locations they desire. And because SAP Multiresource Scheduling supports scheduling, customers can pick from available time slots and book appointments online and receive confirmation. Employees at the inspection stations who coordinate the appointments can easily retrieve all the necessary information from SAP software to schedule the inspections. Customers can also request and book their appointments outside office hours through the RDW portal, which is available 24 hours a day.

“SAP Multiresource Scheduling makes it easy for customers to make appointments according to their schedule. We then use the software to allocate resources, so our people know what they have to do and when they have to do it.”



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Customers get flexibility, RDW gets efficiency

Garland cites the biggest gain: “Customers are a lot happier; that’s very important. In the past, they had to make a lot of telephone calls to get appointments. And when they would come in without appointments, they often had to wait for service and never really knew how long it would take. That’s no longer the case.”

Efficiency has also improved. “We’ve only been using the solution a short time, yet we’ve already seen gains in that area – such as an increase in productivity at the inspection stations. We can now plan far more effectively.”

That all flows back to RDW’s vision of collaboration and efficient service. Says Garland, “If you can’t plan, you can’t collaborate. If you can’t plan, you can’t reduce workload. That is the key focus of this organization – collaboration and efficient workflow.”



Increased productivity

SAP Multiresource Scheduling reports help RDW evaluate that efficiency. Says Garland, “After we’ve completed a task, we can look at how we’ve done and compare it against average times for services. Reports also highlight metrics like the total number of inspections, the number of inspections at each station and lane, the time the customer spent in the station, and so forth.”



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RDW extends deployment

RDW first used the application for the registration and inspection of imported vehicles. “After this success, RDW and its internal IT team began to realize the potential of SAP Multiresource Scheduling,” Garland says. “There are 9 million cars in the Netherlands. We are currently considering expanding our use of the software to plan for annual car inspections or to schedule the examiners who certify the inspection garages.”

Basically, according to Garland, anytime RDW needs a resource planned and allocated, SAP Multiresource Scheduling is the likely answer. “RDW is a service company. We can now monitor, schedule, allocate resources, and bill for our service employees through the combination of SAP Multiresource Scheduling and SAP ERP functionality for HR, cross-application time sheets, and financials.”

Not that RDW will ever lose the human touch. Says Garland, “Since we have saved time by reducing the amount of incoming calls, we’ve been able to train call center agents to use the new solution. If an elderly person, or somebody who doesn’t have a PC, calls and wants to make an appointment, the call center staff can take their information and enter it online to make their appointment.”

