

Success Story | SAP ILM for HCM at Carlsberg

GDPR Compliance: Challenge or Opportunity?

Nativion ensures compliance with data protection regulations in Carlsberg HCM systems with SAP ILM

The right to be forgotten is an essential component of the General Data Protection Regulation (GDPR). Personal data must be deleted as soon as its business-relevant purpose becomes obsolete. In particular, this guideline is considered for systems handling employee data. Carlsberg recognized the need to address the forementioned situation for their internal SAP HCM systems. Seeking SAP ILM expertise, Carlsberg relied on Nativion's guidance. The goal: the implementation of sustainable deletion routines and full data protection compliance.



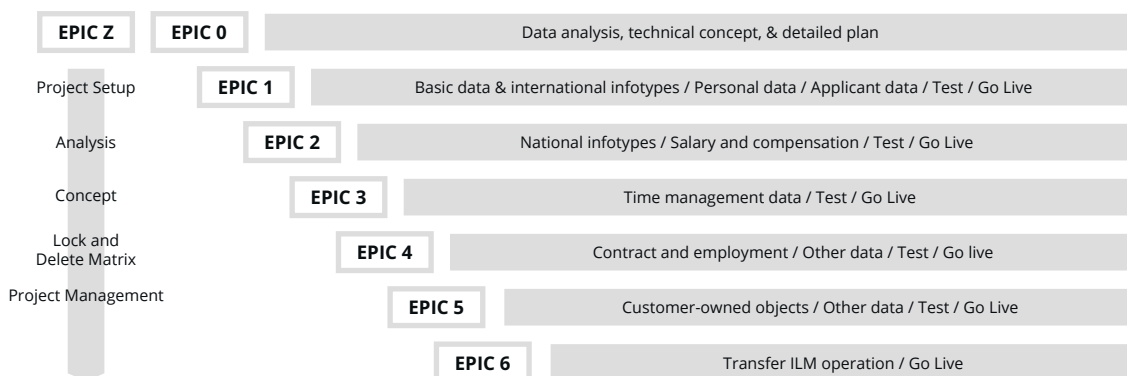
Human Capital Management (HCM) systems predominantly process personal data in areas such as administration of employee data, time recording, or payroll. Companies must strictly adhere to GDPR requirements as it is a very sensitive topic. Carlsberg is no exception. The corporate HCM systems at the brewery have grown over the years. Regular, timely assessment of data has become a concern, in particular the immediate deletion of data required by law. Data assessment turned out to be problematic, and not only because of potential data protection violations. The financial risk involved would increase dramatically through severe fines imposed on companies in cases of non-compliance. Carlsberg issued a project tender seeking the necessary support to manage the scope. Nativion presented a compelling value proposition. With its exceptional SAP HCM experience and profound Data Protection expertise, Nativion has a compelling track record of successful SAP Information Lifecycle Management (ILM) implementations in this context.

Carlsberg UK was first to adopt the latest requirements, followed by Carlsberg Poland. For each HCM system a time frame of four months set a tight project schedule. In order to meet the timeline, an agile project approach was selected.

Deleting data in SAP HCM – An entirely individual approach

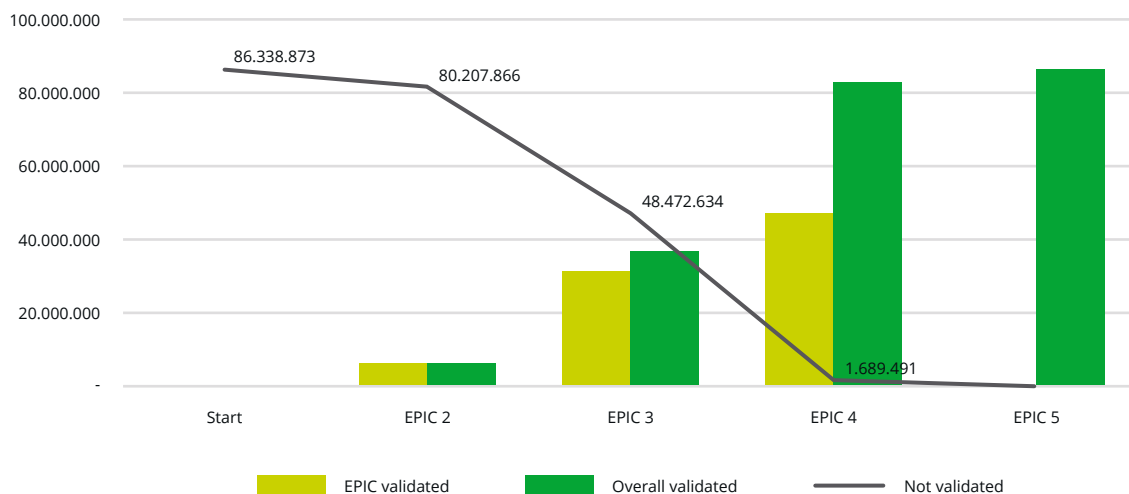
To get off to a smooth start, an ILM implementation requires a common understanding of the project scope among the involved stakeholders. Using a risk-weighting method, Carlsberg started an assessment of all HCM data. A key strategy identified data areas which represent the highest risk, and thus were to be addressed first followed by categories with decreasing risk exposure. Based on this prioritization, a sequence of data deletion steps was determined. Using proven methods, Nativion developed the programs adopting the SAP ILM standard to Carlsberg's individual needs. For example, the objects to be deleted, and the rules and conditions were all individually defined. Special legal requirements such as updates to retention periods dependent on the employee's initial hire date were covered by separate programs and rules. Thorough test phases ensured that the business operations were not impacted by any disruption.

Nativion standard epics – Accelerating SAP ILM with HCM implementations



During the implementation, Natuvion orchestrated a variety of people in different capacities, supported testing in business departments, and trained business users. Sprints were based on risk and value metrics, and after each data deletion run, the team validated the progress towards compliance. Starting with the high-risk areas, the risk exposure fell dramatically with each delivered sprint. This risk mitigating approach was instrumental in quickly dispelling initial concerns of mistakenly deleting or changing important data. A situation such as not being able to complete a HR payroll run could be successfully avoided.

Minimizing immediate risk - Validated data sets throughout the project



Data protection compliance – Along with accelerated processes and leaner databases

The path to GDPR compliance at Carlsberg was paved with accelerated processes and leaner databases. A strict agile development concept ensured timely execution to achieve milestones and HCM system compliance status. The deletion of several million data records with personal data reduced overall volume and improved performance. New routines were introduced to delete data on a regular basis to control and contain database growth. As a result, not only the operating cost went down but the execution pace of processes went up. These benefits contributed to establishing a best possible basis for migration to SAP HANA.

Dawid Wierzbowski, Senior Program Manager at Carlsberg, supervised the system updates. He and other stakeholders were impressed with how smooth the project went: “There has never been a project that shined with absence of any noise or escalation until now. And we stayed within the given timeframe and budget! After having implemented SAP ILM, we did not face any issues, nor did we encounter any errors. That is quite remarkable.” He continued praising the team: “If I may give one advice, it would be to choose your vendor wisely. Nativion over-delivered on our already high expectations! Our collaboration was extraordinary in terms of trust, productivity, and relationship.” Dawid also recognized the financial aspect: “The project success is underscored by a three-digit-percentage return on investment.”

What’s next: With the introduction of SAP ILM in the UK and Poland, an agile approach has been successfully piloted. This initiative will serve as a template for prospective implementation activities within the Carlsberg Group.

You want to implement SAP ILM in your HCM system? Contact us!

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About Carlsberg



Established in 1847 by brewer J.C. Jacobsen, Carlsberg Group is one of the leading brewery groups in the world today. More than 40,000 people work for Carlsberg Group, and products are sold in more than 150 markets. The large portfolio of more than 140 beer and other beverage brands spans core beer brands, craft and specialty, and non-alcoholic brews. Core beer includes

international brands Carlsberg and Tuborg, and strong local power brands, such as Ringnes in Norway, Lvivske in Ukraine and Wusu in China.

About Nativion



Nativion is a digital moving company that moves business-critical data and processes from one technology platform to another. Nativion experts are called in when medium-sized and large enterprises want to modernize, optimize, separate, merge, or restructure their IT systems. With its exclusive expertise in technical transformation, Nativion enables its customers to run their data and processes on

the most modern and innovative technologies available. To support data transformations, Nativion leverages its proprietary software solution, Nativion DCS. Nativion is a founding member of the SAP S/4HANA Selective Data Transition Engagement Community and has been part of NTT DATA Business Solutions AG, a leading global SAP consultancy, since 2022.

Hard Facts

Company

Carlsberg A/S

Headquarters

Copenhagen, Denmark

Industry

EMCG

Products & Services

Brewery

Revenue

ca. 58.5 B DDK (2020)

Employees

ca. 40.000

Website

www.carlsberggroup.com

Nativion Packages

Implementation SAP ILM for HCM



Nativion Offices

Germany

Nativion GmbH

Altrottstraße 31
69190 Walldorf (Headquarter)

- Berlin
- Munich
- Leipzig

Austria

Nativion Austria GmbH

- Vienna

Switzerland

Nativion Schweiz AG

- Winterthur

Slovakia

Nativion Slovakia s.r.o.

- Bratislava
- Zvolen
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