



Human-Centric Workflows at its best

COMPANY	Swarovski
SECTOR	Consumer Goods
USE CASE	HR & Contract Management
WEBSITE	www.swarovskigroup.com

AT A GLANCE

- 3 day** project development time
- 62%** faster contract management
- 73%** faster personnel requisition
- Interface to **SAP Fiori**

COMPANY PROFILE

Founded in 1985, Swarovski is an international company that specializes in selling crystals and gemstones. Besides gemstones, lighting solutions are also a part of their portfolio. Swarovski has more than 2,680 shops in 170 countries and employs more than 26,000 workers.

CHALLENGE

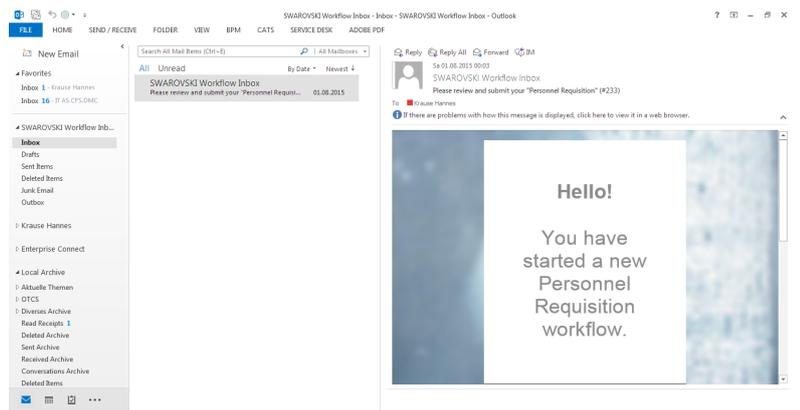
Several workflow systems were used at Swarovski. Furthermore, there were data duplicates in several systems. The selection of software tools was inconsistent, and was guided by the preferences of developers. Furthermore, there was a multitude of front-ends that required various login data, and this solution was associated with high training and support costs.

USE CASE

Process modelling interfaces gave process managers the ability to present their business processes in a user-friendly manner. FireStart allows for seamless and flexible integration into Microsoft SharePoint, Outlook, SAP, and various other systems. Integration in SAP Fiori has allowed for mobile use.

Digitally-controlled processes are also becoming increasingly important at Swarovski, since they have a significant influence on company development. With the introduction of the FireStart BPM Suite, considerable results were achieved in both user acceptance and improving throughput times.

The FireStart BPM Suite was impressive, thanks to its user-friendly interface and the various methods available to process tasks, along with the associated forms. To that end, not only are there native plugins for SharePoint or Outlook available, but also integration into the SAP Fiori interface. This gives the user a single point of contact for completing his tasks - irrespective of the number of databases and third-party systems that are connected to the workflow. As a result, data quality is increased, and the burden is eased on the user with regards to communication work.



Screenshot: The FireStart BPM suite is seamlessly integrated into existing system landscapes. Tasks to be completed by employees can be conveniently worked on from the mail program using the FireStart Outlook Plugin.



Said by Swarovski

“The FireStart BPM Suite provides all the required solutions out-of-the-box in order to model and control our strategic and operative processes in their entire cycle and run them with IT support.”