

# SUCCESS STORY



# Arbonia

[www.arbonia.com](http://www.arbonia.com)



~ 8'300  
Employees

4  
Divisions

1'416 Mio. CHF  
Revenue

## Initial situation

The reference letter process at Arbonia was very inefficient, since all documents were created manually. After the employee had requested a reference, the supervisor filled out a Word form and passed it on to the HR Admin Team, which then created the first draft. The reference was then checked by the supervisor and HR in several iterations and finally approved. Overall, an average of 2.5 hours was required for a standard reference letter.

Arbonia compiled a requirements specification document for a new, more efficient as well as integrated solution and sent it to potential providers at the end of 2018. For selected providers, a presentation of the solution took place after the submission of the offer, followed by references calls to existing customers. The contract was awarded to TeamWork with its TWSolutions reference letter tool (Arbeitszeugnis).

## Arbonia at a glance

Arbonia, with around 8,300 employees, is a building components supplier based in Arbon (CH) and listed on the SIX Swiss Exchange. With its distribution companies, agencies and partners, Arbonia is active in more than 70 countries. The main production facilities are located in Switzerland, Germany, the Czech Republic, Poland, Slovakia, Russia, Italy, Belgium and the Netherlands.

Arbonia is divided into 4 divisions:

- Heating, Ventilation and Air-Conditioning
- Sanitary Equipment
- Windows
- Doors

*Marlise Rüede*  
*Project Manager*  
*Arbonia*

„We have selected TWSolutions job reference because it integrates seamlessly into our SAP environment. Thus, all divisions and locations can create job references in one solution based on their organizational management and the existing master data. This is very efficient and easy, also in operating the solution.“

## CHALLENGES

Arbonia has six types of references letters (work certificated, interim certificates, leaving, apprenticeship, intermediate apprenticeship and internship certificates) for ten different subsidiaries in German, English, French and Italian. The actual challenge was to implement all functions with an installation taking into account the security and access rights in a user-friendly way. However, the standard software solution TWSolutions reference letter (Arbeitszeugnis) proved to be extremely flexible and covers not only standard these requirements but can be extensively configured for company specific needs.

## SOLUTION

The new solution enables almost complete replacement of paper and Word bound processes. Today, duplications are avoided and the new process is much more efficient than before. Personnel managers and supervisors are intuitively guided through the entire job reference process with self-explanatory web interfaces. Thanks to the seamless SAP integration all

Once all the data has been entered, it is processed using MS-Word. Arbonia's predefined MS-Word templates are filled with data from SAP. If necessary, the job certificates can then be fine-tuned in Word before the final document is printed, signed and handed over to the employee. The option of a digital Signature is currently not implemented, but could become an interesting topic in the future.

TW Solutions job reference is seamlessly integrated in SAP and is available as an add-on via a transport. Thus, interfaces can be avoided and cross-media interruptions are eliminated. This simplifies operation, which leads to very low running costs.

*Joëlle Steib*  
Head of Finance /HR  
Arbonia

„The TeamWork job reference solution enables us to enforce a group wide standardization, but also allows flexibility for the individual divisions and locations. We are very satisfied with the TeamWork solution as well as with the efficiency of the new job reference processes.“

## RESULT

The project was completed by TeamWork within budget. There were delays before the project start and during the test phase due to external influences from Arbonia. As of January 2020, the solution went live for all Swiss locations and at the end of April the final acceptance of the project was granted.

Today, Arbonia has an integrated, easy to use and sustainable Solution. Job reference creation functions in a standardized process, which leads to shorter handling times and higher quality. With this project, Arbonia was able to achieve and in some cases even exceed the set goals.

The screenshot displays the TeamWork job reference solution interface. At the top, there's a navigation bar with 'Übersicht', 'Dokument erstellen', and 'Support'. Below it, a progress bar shows the current phase 'Arbeitszeugnis' (Step 2 of 9). The main area is divided into several sections: 'Zeugnisdatum' (Date: 20.04.2020), 'Zeugnistyp' (Arbeitszeugnis selected), and 'Sprache' (Deutsch selected). A table shows performance criteria with status indicators (Nicht erfüllt, Teilweise erfüllt, Erfüllt, Übertroffen, Nicht relevant). The 'Textauswahl' section allows selecting specific text blocks for the certificate.

Text	Nicht erfüllt	Teilweise erfüllt	Erfüllt	Übertroffen	Nicht relevant
Zielorientierung					
Zielstrebigkeit *					
Ganzheitliches Denken und Handeln *					
Unternehmerisches Denken und Handeln					

All ten subsidiaries of Arbonia in Switzerland are using the solution with different configurations.

# ADVANTAGES FOR ARBONIA

- Simple, user-friendly and state-of-the-art interface
- Standardized job reference processes with high efficiency and quality
- Great flexibility for adjustments
- different business areas
- Fully integrated into the existing SAP HR system
- Multilingual DE, EN, FR, IT



"The consolidation of the requirements of many different parts of the company coupled with their individual demands was challenging. But with our solution we were able to cover all relevant aspects very well. Many thanks also to Arbonia project members - this was really a great project!"



Fitore Rexhepi  
SAP HCM Consultant  
TeamWork

## ABOUT TEAMWORK

TeamWork is an independent, internationally active SAP full-service provider with over 800 employees. From its headquarters in Geneva, its Swiss locations in Bern and Zurich and 14 other global locations, TeamWork implements local and international SAP projects.

As a founder-operated company owned by the Rey-Gorrez family and local management, TeamWork operates independently of investors and is characterized by a high degree of flexibility and enthusiasm for its clients.



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