



FERRO

Introduction

Ferro is a leading global producer of technology-based performance materials for manufacturers. Their materials meet the demanding requirements of end-use applications in electronics, solar energy, telecommunications, building & renovation, appliances, automobiles, house hold furnishings, pharmaceuticals & industrial products.

Headquartered in Cleveland, Ohio, Ferro has operations in **23 countries**. They sell products in more than 100 countries around the world. Ferro's customers choose them because of the critical contributions to appearance and functionality that Ferro's materials enable in their finished products. Ferro's customers rely on Ferro's integrated technical support throughout their manufacturing cycle, from product design, to materials specification and evaluation, to manufacturing implementation, provided from Ferro's own regional application labs and in their own manufacturing facilities.



Ferro Evolution™ Metallic Coatings.

Challenge

The lack of a single system of record for all employees worldwide resulted in several issues, such as:

- *Limited visibility into global employee data*
- *Inaccurate global headcount data*
- *Highly manual operations by many Ferro employees with inaccuracies and long cycle times*

In addition, Ferro was working with a previous install of SAP 4.6c that was not rolled out globally. The lack of one global HCM system presented some primary concerns.

- *Lack of integration of the current point solutions*
- *Large inefficiencies in use of HR & Management time*
- *Questionable results in data quality*
- *Lack of standardized HR metrics*

The decision to upgrade the HCM system to SAP 6.0 was made to accomplish two goals:

SAP HCM would be rolled out globally to all employees in all locations. This would provide one central repository for all basic HR transactions and also provide a foundation for future HCM functionality.

The SAP HCM initiative would be used as an example of how Ferro would approach future SAP initiatives. The process and procedures would be used as Ferro standard implementation practices.



Making HCM a Business Priority

ROC Solution

ROC delivered the Ferro SAP HCM solution in two key phases.

Blueprint Phase

The Blueprint phase was designed to create a global template developed by a core project team, made up of Ferro and ROC team members, within Ferro corporate directives.

The second part of the blueprint was to “play back” the global template to the global HR community. Sessions were scheduled to allow time for the global template to be reviewed and explained to the global HR community and to allow feedback and input. This feedback would be included in the SAP HCM blueprint where it was in accordance with the Ferro corporate directives or was a legal/regulatory requirement of the specific country or locality.

Implementation Phase

In order to meet project timeline and budgets the implementation phase was broken into separate sub phases. These sub phases separated the rollout of the SAP HCM solution geographically into three overlapping rollouts (Americas, Europe and Asia Pacific), which allowed the project team to focus on the specific local requirements of the region, whilst maximizing resource usage. As each geographic region successfully went live they moved into post production support.



Ferro Performance Pigments and Colors

Benefits

By designing, building and implementing a global best practice template, while taking into account the latest SAP system functionality, a solid foundation was created for future Ferro HCM functionality.

Ferro now has an integrated global HCM solution that provides quality data and global HR metrics. In addition, Ferro management will be able to leverage the efficiencies of the global HCM system in future HR initiatives.

ROC delivered the Ferro global SAP HCM system within the desired timeframe and under budget.

Ferro initially contacted with Towers Perrin to support this work. During the project, Towers Perrin’s SAP HCM practice was acquired by ROC.



Nonstick Coatings for Cookware, Bakeware and Appliances



Making HCM a Business Priority

About ROC

ROC is a leading global SAP HCM specialist, delivering HCM business and technology solutions across the employee lifecycle, from process design through implementation and application support. ROC also provides a full range of consultancy services – training and change management – to support HCM technology implementations. ROC is an accredited SAP HCM Services Partner and has achieved Special Expertise Partner status in the field of SAP HCM. The company has over 300 consultants globally and has domain expertise across all industry sectors.

Check out just why ROC is different at www.roc-group.tv
ROC – Making HCM a Business Priority - www.roc-group.com