



“The review, validation and optimization of the RPA services was similar to a change management process, which was professionally supported by the Fujitsu experts with in-depth and competent consulting services.”

Robert Kacer  
Product Owner RPA Solutions,  
DB Automation Center  
DB System GmbH

Fujitsu assisted DB System GmbH with competent consulting services for implementing a strategy for robotic process automation (RPA).

#### At a glance

Country: Germany  
Industry: IT services  
Founded: 2006  
Website: [www.dbsystem.de/dbsystem-en](http://www.dbsystem.de/dbsystem-en)

#### Challenge

DB System operates an RPA competence center that offers RPA services for internal DB customers. An IT partner was required to assist with the review, validation and optimization of the services.

#### Solution

Fujitsu supplied the licenses for the RPA software as well as an extensive advisory package, which comprised the development of IT service management processes, a review of the procedures for workflow development, the preparation of a reporting concept as well as the preparation and implementation of training workshops for RPA developers.

#### Benefit

- Optimized and validated RPA environment
- Exchange of experience with international RPA experts
- Robotic automation of standardized processes
- Reduced pressure on employees with the removal of cumbersome routine tasks
- Increase in staff motivation and satisfaction

## Customer

DB Systel GmbH, headquartered in Frankfurt am Main, is a wholly-owned subsidiary of Deutsche Bahn AG (DB AG) and the digital partner for all group companies. Using a holistic, customer-specific offering, the company successfully promotes the digitalization of all DB AG companies in an integrative and value-creating fashion. To this end, DB Systel develops effective and efficient customer solutions based on innovative trends such as the cloud, big data, the Internet of Things and artificial intelligence. Approximately 3,900 employees work at the main locations in Frankfurt, Berlin and Erfurt.

## Products and services

- Provision of licenses for the RPA software
- Analysis and review of existing RPA services
- Development of a reporting concept
- Preparation of training workshops



### Competence center as a platform for RPA services

DB Systel GmbH established a competence center for providing RPA services so that certain processes in the DB AG group can be designed more efficiently. The services consist of methods for robotic process automation on the basis of rule-based decisions. The platform is based on a conventional RPA solution and is supposed to provide the corresponding services to internal DB customers. "Our goal was to automate particularly time-consuming and repetitive routine processes and thus decrease the pressure on our employees," remembers Robert Kacer, Product Owner RPA at DB Systel. Therefore, the company searched for a professional IT partner with extensive RPA experience and expertise. The partner would be entrusted with the review, validation and optimization of the current RPA services.

"The service provider's ability to provide the required licenses for the RPA software along with extensive consulting competence for the implementation of RPA projects was an important consideration for us," says Robert Kacer about the requirements for the partner. DB Systel started a public tender to optimize the selection process. At that time, Fujitsu already enjoyed a long-standing business relationship with DB, during which the IT provider had delivered technologies for data centers and infrastructure components, among others. In addition, Fujitsu and DB Systel were already discussing application cases of new digital technologies. Fujitsu won the tender not least due to the positive collaborative relationship that had already been established.

### Analysis and review of existing RPA services

At the beginning of the project, the experts from Fujitsu worked closely with the customer to first analyze and evaluate the existing processes in the RPA competence center. This information was used to develop a special methodology consisting of several work packages: In a first step, the team determined the current status of the RPA platform, checked the system and identified weak spots in the processes. In the context of the second work package, the IT service management processes were tested and optimization potentials were defined. The team then determined which specific processes can be automated with RPA, as well as the resulting savings potential. In another work package, the team prepared a well-thought-out reporting concept with which the robotic workflows can be consistently tracked, coordinated with the activities of the human colleagues and combined into coherent overall processes. In this way, it is easy to find out which automation steps make sense across systems and how they can be implemented with an adequate cost-benefit ratio. "The review, validation and optimization of the RPA services was similar to a change management process, which was professionally supported by the

Fujitsu experts with in-depth and competent consulting services," confirms Robert Kacer.

### Reducing pressure on employees by removing cumbersome routine tasks

The employees of Deutsche Bahn are the biggest beneficiaries of the optimized RPA services. They no longer have to perform cumbersome routine tasks, which are now completed quickly and reliably by virtual robots. Activities include the time-consuming reconciliation of data as well as the entry and transfer of the same between different systems. For example: Missing customer data must be added to incomplete Excel lists. This information is usually found in other applications such as CRM systems. To prevent media breaks, employees must log into the systems and manually research, reconcile and add the relevant data. This process is extremely time-consuming and costly. Using an RPA service, it can be automated and made more efficient. The employee can now use the freed-up resources to work on more challenging tasks. Ultimately, this noticeable relief increases the motivation and work performance of staff.

"Fujitsu offered excellent support for this project and supplied a coherent all-in-one package of licenses, development and consulting services. The partner also provided us with an international team of professional consultants and developers that cooperated with our employees at eye level. As a result, we were able to bundle our skills with those of Fujitsu, which now allows us to benefit from highly-efficient, robotic processes," concludes Robert Kacer.

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