



DNNO: Streamlining and automating financial processes to deliver more services to people in need

Founded in 1906, Diakonie Nord Nord Ost (DNNO) is an association of four nonprofit companies in northern Germany dedicated to improving the lives of people in need. With annual donations of around €2.8 million, DNNO provides people with food, clothing, accommodations, medical care, emotional assistance, and educational opportunities through more than 100 social institutions in and around Lübeck, Germany.

To help employees better support its services and locations, DNNO needed to enhance efficiency and reduce costs. With cloud ERP, integrated solutions, and the right expertise, DNNO could streamline and automate its cash, invoice, and facility management processes—improving employee experiences and enabling them to focus on what matters most.



Optimizing processes and improving employee satisfaction with RISE with SAP and SAP Services and Support

Before: Challenges and opportunities

- Manual, time-consuming processes for invoice management and payments
- Inefficient cash management impacting financial operations
- Lack of integration across facility management and maintenance systems
- Complex, nonstandardized user interfaces

Why SAP

- Accelerated adoption of cloud ERP with SAP S/4HANA Cloud Public Edition as part of the RISE with SAP journey
- SAP Services and Support, offering comprehensive support and best practices for improving existing processes based on an in-depth understanding of DNNO's overall and specific business needs
- Services for the integration of the guided buying capability in the SAP Ariba Buying solution, SAP Business Network, and the SAP Ariba Central Invoice Management solution
- Implementation of the SAP Contract and Lease Management application and real-estate solutions from Planon, an SAP partner

After: Value-driven results

- Faster, more-efficient purchase order, payment, and invoice processing
- Double the number of users of SAP S/4HANA Cloud Public Edition in just one year
- Better resource allocation and reduced costs with an integrated view of facility management and maintenance systems

“With streamlined and automated financial processes, our employees have more time to focus on providing the services people need to build better lives. SAP Services and Support helped make this possible by **simplifying our move to cloud ERP** and sharing best practices for improving our existing processes.”

Stefanie Königs, Head of Finance and Accounting, Diakonie Nord Nord Ost

100%

Increase in the number of users in the public cloud—from 350 to 700—in just one year

>100

Social institutions supported in Lübeck and across the northern part of Germany

Diakonie Nord Nord Ost (DNNO)
Lübeck, Germany
www.diakonienordnordost.de
(German)

Industry
Public sector and
healthcare

Products and services
Child and youth welfare,
assistance for people
with disabilities, care for
the elderly

Employees
4,500

Revenue
€241 million

Featured solutions and services
SAP S/4HANA Cloud Public Edition,
SAP Ariba Buying, SAP Ariba Central Invoice
Management, SAP Business Network,
SAP Contract and Lease Management, and
SAP Services and Support