

# Diebold Nixdorf Driving Connected Commerce

**Case Study**



**Revamped Idea Management with numerous  
Enhancements for Diebold Nixdorf**

An Invitation to Innovation

# At a Glance

## Company

- Name: Diebold Nixdorf
- Diebold Nixdorf is one of the three providers of equipment used in banking and commerce.
- Employees: Appr. 21,000 employees worldwide with about 3,500 in Germany

## What They Needed

- Revamped idea management with numerous enhancements
- Transformation of paper-based process to electronic workflow
- Straightforward implementation without extensive training sessions required

## Why They Chose target Idea Management

- All required roles and processes mapped with target solution
- Familiar navigation in existing employee self-service portal
- Deep integration in SAP system

“The implementation of the target solution resulted in a noticeable reduction of processing times. Mapping the entire workflow electronically and the easy-to-use interface were the keys to success.”



**Wilfried Peters**  
Head of Global Idea Management

## The Challenge

In 2011, the company made a decision to completely revamp their idea management with a brand-new approach that included organizational and structure changes. Idea management is now the direct responsibility of executive management at Diebold Nixdorf. The company supports idea management at its highest levels and sees it as integral part of the leadership role. The existing software solution was outdated and out of maintenance.

## The Solution

In the pre-implementation phase, the team collaborated closely with consultants from target on solution design. Each individual process step was detailed in full. Any gaps that appeared during the implementation process were able to be quickly addressed and modified accordingly.

In March 2014, the new idea management went online at

Diebold Nixdorf. All existing roles in the idea management process as well as the basic process flow were now mapped together in one online workflow. This included the two established process models at Diebold Nixdorf, the supervisor model, and centralized idea management in one tool functioning as one system.

The submitter, reviewer, person responsible for realization, team lead, employee's manager (supervisor), and idea management committee with employee representation roles are now completely integrated into the process.

The transformation from a paper-based process to an electronic workflow, together with the simple user experience, were welcomed by the users.

The basic process flow had not changed. User navigation and the look and feel of the application were known to employees from existing SAP self-services applications (for example, leave request). As a result, the introduction of a new system was straightforward and did not require much in the way of additional training. The reminder process was also welcomed positively.

The implementation of a new solution that went deep into the process level and had to cover a number of areas and perspectives always takes consummate effort. Thanks to the excellent cooperation with target and the early involvement of all relevant areas (reporting, HR, IT) at Diebold Nixdorf, the project came to a successful conclusion.



 ON PREMISE

# target IDEA MANAGEMENT



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