

Re-Design of the IT Demand Process @ Vorwerk

Christian Drewes
08.09.2022



Introduction

Introduction



Name: Christian Drewes

Title: Senior IT Process Manager

Org. / Location: Group IT / Wuppertal

Professional Focus @ Vorwerk: Define and implement frameworks for IT Processes as well as IT Governance and assess & improve IT Processes

Professional Background:

- 15 years industry working experience in the steel and consumer goods industry (thyssenkrupp group and Vorwerk group)
- 10 years working experience in Process Management

Study Background:

- Diploma in Business Administration and Economics
- Master of Business Administration

Personal Background:

- Living in Wuppertal, Germany, with my wife & 3 children
- 3 things that are important to me: family, football, running

A photograph of a modern, multi-story office building with a white facade and large windows, situated on a rocky bank next to a river. The building is partially obscured by a large white rounded rectangle containing the text "Vorwerk Group".

Vorwerk Group

Vorwerk Group

Brand and product portfolio



Vorwerk Group

Vorwerk HOME Portfolio



thermomix

kobold

neato
robotics®

Vorwerk Engineering

Vorwerk Diversification Portfolio



akf bank



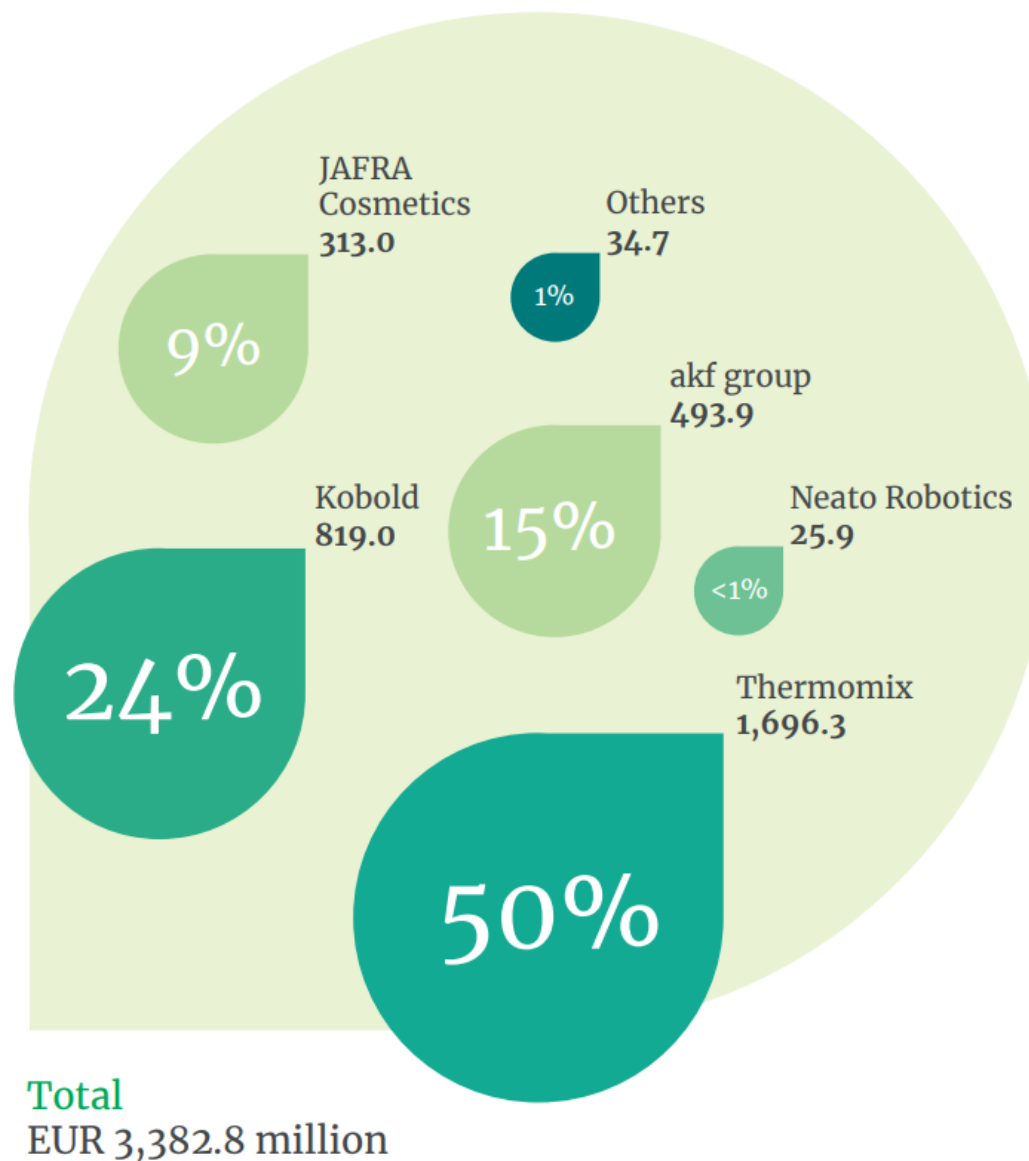
Vorwerk Group

Facts and figures



Sales by division 2021 (in million euros)

Group Sales 2021:
3.4 billion euros



Products and Services

Thermomix®



Thermomix® TM6: Simple. Self. Made.

- Cooking can be so easy thanks to state-of-the-art technology: Thermomix® combines 17 smart cooking functions and modes in one.
- The innovative Guided Cooking function guides you step-by-step through recipes and thus guarantees perfect success.
- The Thermomix® adapts to the needs of its customers:
 - Cookidoo® directly integrated: Thousands of recipes directly on the Thermomix® TM6
 - Processor and memory capacity like a smartphone. The Thermomix® is directly connected to the internet via WLAN.

Sales 2021: 1.7 billion euros

Self-employed sales advisors: about 74,000



Products and Services

Kobold



Kobold products make household cleaning surprisingly easy.

All Kobold products have numerous innovative functions and a perfect ergonomic design.

Thanks to sophisticated filter technology with integrated odour and hygiene microfilter, they are particularly suitable for allergy sufferers.

Kobold is an entire product family consisting of upright vacuum cleaners, cylinder vacuum cleaners, electric brushes, suction wipers, robot vacuum cleaners, handheld vacuum cleaners, window cleaners and an extensive range of nozzles.

Sales 2021: 819 million euros

Self-employed sales advisors: more than 11,300



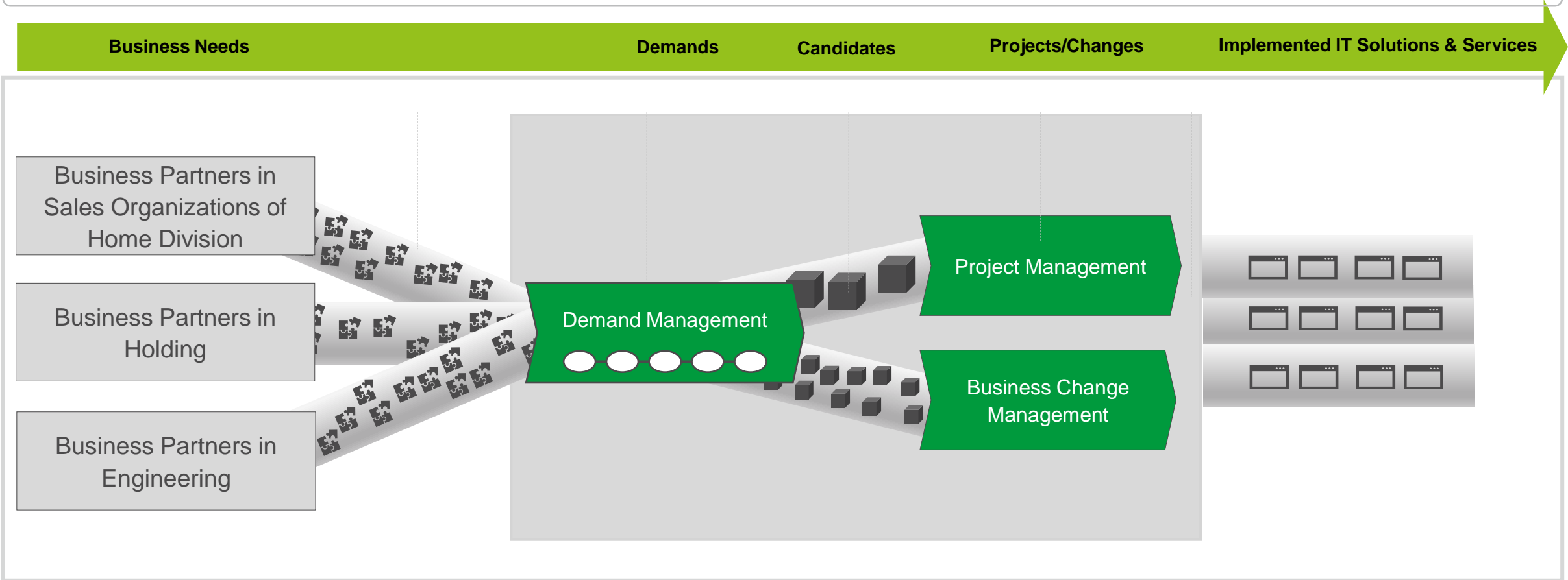
IT Demand Process Re- Design

IT Demand Management

What is it?

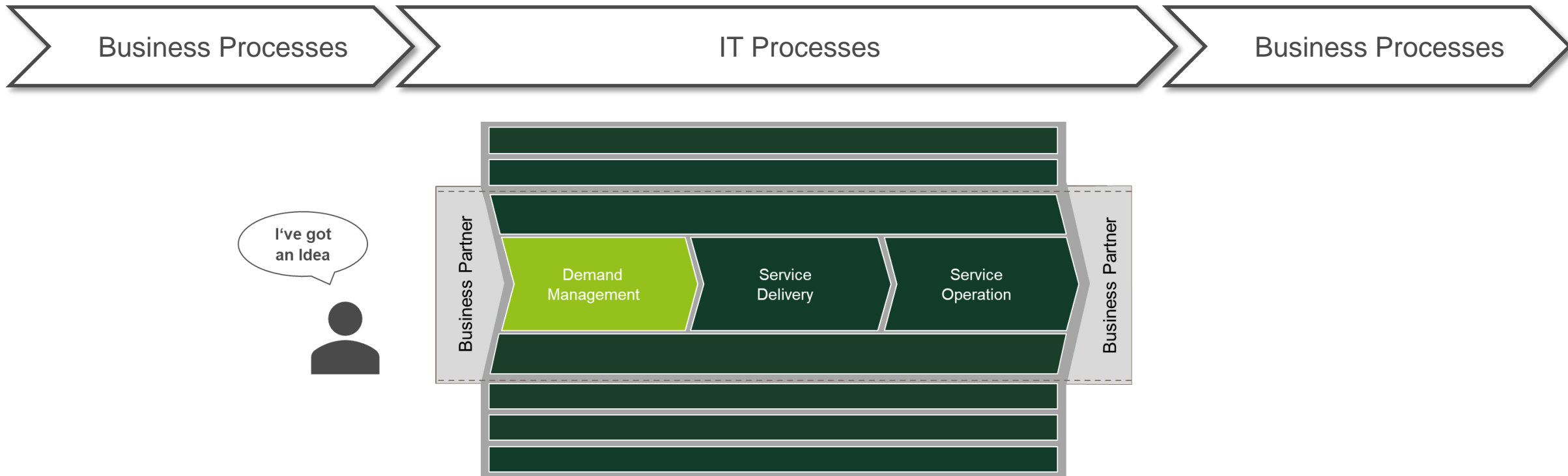
A global approach to capture business needs related to IT requirements at Vorwerk.

Benefits: transparency, standardized assessment, global prioritization, business trends discovery, synergies, and preparation for approvals.



What is the IT Demand Management Process?

Vital link between business and IT



➔ Demand Management is an integral part of the IT Operating Model & a vital link between business and IT



IT Demand Process Re-Design Today & Tomorrow


Today

- Working environment of Demand Process has become more diverse & complex. Process does not provide adequate support anymore
- Interface for capturing demands not self-explanatory
- Process is sometimes bypassed



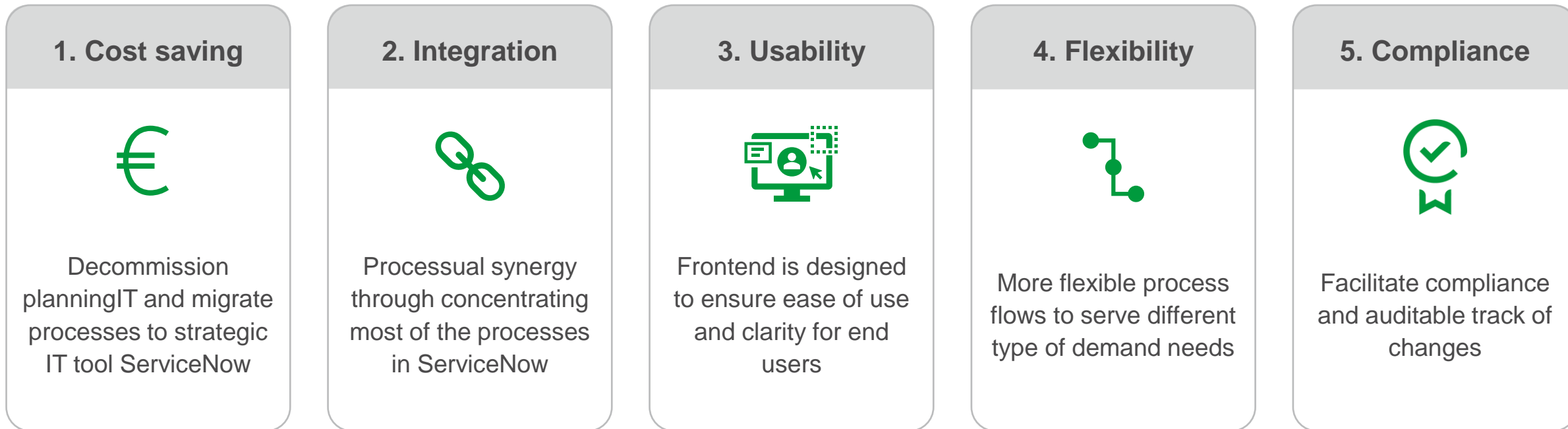
Tomorrow

- **Optimized** Demand Process for end-to-end processing
- **Easy-to-use** for the Business
- **Early route-out to other** integrated processes
- **Fast-Track** Process for small requirements



Benefits of IT Demand Process Re-design

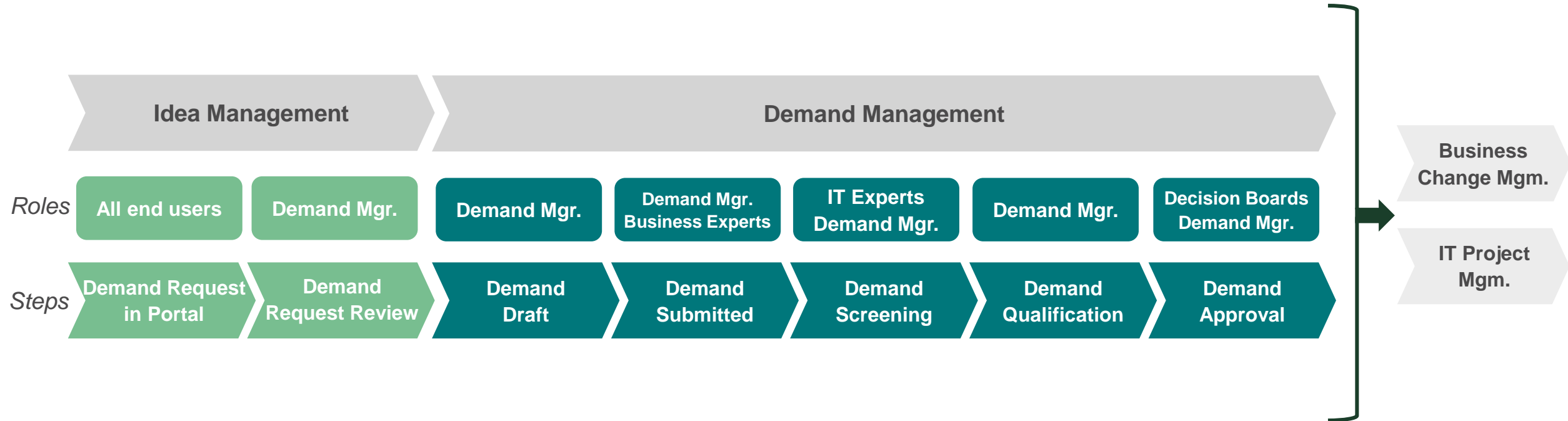
Optimization Potential



Objectives we want to achieve for the **Demand Process Re-Design**

IT Demand Process

High-Level Demand Process Steps

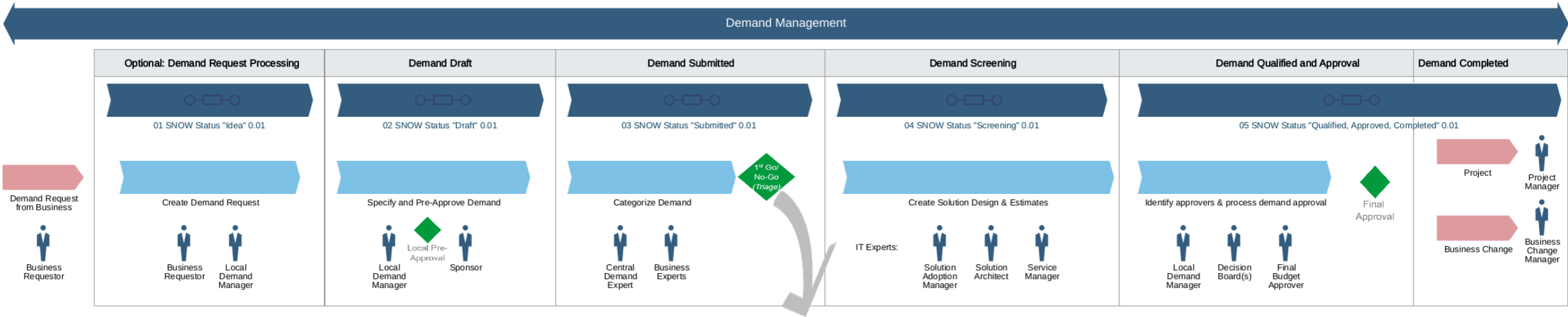


In the Demand Process, specific roles from *Business*, *Demand IT* and *Supply IT* work together



IT Demand Process

High-Level Demand Process Steps in ADONIS



In the Demand Process, specific roles from *Business, Demand IT* and *Supply IT* work together



The background of the image is a dense, out-of-focus collection of light-colored wooden blocks and letters. The pieces are scattered across the entire frame, creating a textured, three-dimensional effect. The lighting is soft and even, highlighting the natural grain of the wood. In the center, a white rounded rectangle contains the text.

YOUR QUESTIONS