



Randstad Deutschland  
GmbH & Co. KG  
Eschborn, Germany  
www.randstad.de

**Industry:**

Professional Services

**Annual revenue:**

US\$2.5 billion

**Employees:**

60,000

**Oracle Products & Services:**

Oracle Database Enterprise  
Edition  
Oracle Support

**Oracle Partner:**



itelligence AG  
www.itelligence.de

**“Since switching to Oracle Database, the performance of our systems lives up to our requirements. Even during the critical month-end period, when we need to process up to 200,000 time sheets online in just two days, there are no bottlenecks. We still have not fully exploited the potential of the database in this regard.”**

– Werner Schultheis, Chief  
Information Officer, Randstad  
Deutschland GmbH & Co. KG

**Randstad Deutschland GmbH & Co. KG Cuts  
Timesheet Settlement Bottlenecks for 60,000 Staff**

Randstad Deutschland GmbH & Co. KG, part of the Dutch group Randstad Holding nv, is a leading staffing provider in Germany. In addition to traditional temporary staffing, Randstad offers comprehensive personnel services, including personnel consultancy, providing outsourced personnel management as well as on-site, in-house services that support major projects for its business customers. As a driving force in the labor market, Randstad signed a national collective labor agreement in 2000 with ver.di, Germany’s largest trade union, which sets the standards for regulating rates throughout the staffing sector.

**Challenges**

- Resolve extensive performance bottlenecks, particularly in relation to the month-end reconciliation of 200,000 timesheets
- Remedy extremely slow response times resulting from 2,000 employees across the branches often simultaneously inputting data into the company’s SAP system
- Eliminate repeated payroll bottlenecks for 60,000 employees and invoice delays for 15,000 customers
- Ensure compliance with service level agreements (SLAs)
- Improve system stability, in response to repeated complaints from the branches and customers about crashes

**Solution**

- Deployed Oracle Database Enterprise Edition to achieve outstanding response times for processing timesheets with no performance issues—completing 200,000 timesheets in two days
- Facilitated reconciliation of timesheets and payroll within 12 hours and finalizing customer invoices within 8 hours
- Enabled consistent compliance with the response time targets specified in the organization’s SLA
- Achieved the target response time of 23 seconds for processing 15 distinct transactions in 85% of all cases
- Worked with Oracle Partner itelligence AG to eliminate the previous system’s frequent database-related crashes, achieving around-the-clock system availability of 99.72%
- Reduced storage requirements by approximately 30% through compression, achieving a reduction of roughly 2 terabytes, which is expected to save US\$277,000 per year