



Flughafen Hamburg GmbH

SI PRO Success Story

Hamburg Airport Enhances Safety and Efficiency of Its Incident Management with SAP S/4 EHS – Fully Integrated and Future-Proof.

AT A GLANCE

Challenges

- Migration from the classic SAP EHS Incident Management to SAP EHS and subsequently to SAP S/4HANA
- Seamless integration with SAP HCM, Time Management, and the Business Partner concept
- Connection to the customer's internal ID card system via an interface
- Harmonization and integration of all relevant business processes
- Tight integration with SAP Plant Maintenance (PM)
- Provision of legally compliant reports for professional associations, accident insurance funds, and authorities
- Establishment of KPI reporting
- Implementation of the overall solution across a distributed and complex system landscape

Customer Benefits

- Future-proof EHS solution based on SAP S/4HANA
- End-to-end integration into business processes, HR management, and plant maintenance
- User-friendly interfaces enabling efficient and secure data entry
- Automated workflows ensuring standardized and transparent processes
- Audit-proof and legally compliant generation of mandatory reports
- Increased compliance through full implementation of legal requirements
- Optimized operational processes and reduced administrative effort
- High flexibility and extensibility for future EHS functionality (e.g., chemical management, risk assessments)

Hamburger Flughafen GmbH

Hamburg Airport is the largest international commercial airport in northern Germany and the fifth largest in Germany. In 2024, around 14.83 million passengers used the airport. Around 55 airlines connect Hamburg with around 120 national and international direct destinations in around 40 countries all year round - over 1,000 destinations worldwide can be reached with just one change. With more than 60 stores, restaurants, travel agencies and leisure facilities, Hamburg Airport is like a "city within a city" and creates a diverse offering for travelers and visitors

Transformation to SAP S/4 EHS Incident Management

As part of its S/4HANA transformation, **Hamburg Airport GmbH** faced the challenge of migrating its long-established accident management system to a modern, future-proof platform. The legacy solution had reliably fulfilled its purpose for many years but was no longer supported under S/4HANA. This created an opportunity to transfer the proven occupational safety processes into a contemporary, digitally integrated solution — with significantly higher automation, greater transparency, and noticeable simplification for all stakeholders.

The Solution:

By implementing SAP S/4 EHS Workplace Safety Incident Management, a powerful end-to-end system was created that covers the entire lifecycle of a safety-related incident — from initial recording to final completion. The modern solution provides intuitive navigation, seamless digital workflows, and a substantially higher level of process reliability.

EHS departments particularly benefit from::

- end-to-end digital recording of incidents, safety observations, and near misses
- system-supported review and investigation processes that guide responsible parties through all required steps
- automated notifications and tasks that ensure reliable, standardized procedures
- convenient generation of all relevant reporting documents for internal use and external authorities

At the same time, management gains a clear informational advantage: the solution creates a robust data foundation that enables early identification of trends, risks, and areas for improvement. This forms the basis for KPI-driven, continuous improvement in occupational safety.

The system was also designed with long-term scalability in mind. Its architecture allows additional EHS functionalities — such as hazardous materials management, operating instructions, inspections, or risk assessments — to be integrated flexibly and without media discontinuities. This ensures the solution remains scalable and supports the organization in future strategic EHS initiatives.