



## ABOUT ENGIE

ENGIE is a major international player in the energy sector, with core business activity focused on Electricity, Natural Gas, and Energy Services. The Company develops high-performance and innovative solutions for individuals, cities, and businesses, using expertise and knowledge of renewable energy, energy efficiency, liquefied natural gas and digital technologies.

With operations in nearly 70 countries on five continents, ENGIE is present throughout the energy value chain, from its emphasis on low-carbon production to the supply of energy performance solutions for all its customers. The business model is based on responsible growth to address the major challenges of the energy industry, giving access to sustainable energy, climate-change mitigation and adaptation, and the rational use of resources.

In The Netherlands, ENGIE is one of the top three producers of electricity, and is the largest provider of renewable technical services. With a strong national presence and emphasis on its local customer base, ENGIE Energie Nederland is an agile energy organisation that is successfully adapting to the challenges of a decentralised energy world.



## MANAGED SERVICE DESK PROVIDES ASSURANCE FOR CRITICAL BUSINESS SYSTEM

### HIGHLIGHTS

- Continuity and consistency of SAP BI support service
- Flexibility to scale BI support service to meet workload demands
- Access to skilled, experienced, and knowledgeable SAP BW and BI resource
- Cost-effective and economic support model supporting business critical processes

### CHALLENGE

As a major provider of energy with a substantial share of The Netherlands market, ENGIE Energie Nederland captures and processes significant volumes of data, from customers, its supply chain, and the energy market place as a whole. It depends upon accurate and timely business intelligence to ensure consistent quality of service, and make effective business decisions that enable an agile energy organisation. SAP BI is a key system for the Company that supports the analysis of volume data and core business processes, such as detailed billing reports and end-of-period financial reporting.

Ensuring continuity for SAP BI support is therefore vitally important to ENGIE Energie Nederland's day-to-day activities. The Company had invested in staff to provide SAP BI support, but eventually this resource moved on. ENGIE then took on external consulting resource, but found that this was not always available when needed, and knowledge about their operations was inconsistent. The challenge for ENGIE was to find a consistent source of support, available whenever needed.

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## SOLUTION

Having worked together previously, Gernald van der Heide, IT Service Delivery Manager at ENGIE Energie Nederland, was contacted by SOA People, who suggested a meeting to review the SAP implementation.

*"We spoke about various aspects of SAP, and one of the challenges we discussed was SAP BI support," says Gernald. "I explained that our internal resource responsible for BI had left, and our current experience of engaging external consultants was not delivering a consistent or dependable service."*

SOA People proposed a managed service that would provide ENGIE with a skilled SAP BI consultant working on site. This on-site resource could then be supported by remote technical services available through the SOA People Service Desk. Crucially, the Service Desk would maintain up-to-date knowledge about ENGIE's requirements and their SAP implementation. The SAP BI consultants on the Service Desk would then be able to offer support to their on-site colleague, and provide additional BI resource to address changes in demand.

*"SAP BW is a critically important application for us," continues Gernald. "The SOA People consultant is dedicated to us, utilised 100% of the time. Our expectation is that with support from the Service Desk, we will confidently be able to address peaks in activity, and cost-effectively maintain continuity and consistency of service, covering holidays or illness for example."*

Continuity and flexibility of SAP BI support will be assured with the SOA People SAP Support Service Desk. It offers the potential of dedicated support from local SAP specialists, with a mechanism to share knowledge and co-ordinate support activities for other operational areas of ENGIE.

*"SOA People's consultants really know what they are doing and are very responsive to our requests for assistance. We find them easy to work with, and to talk with to discuss the challenges we face."*

## BENEFITS

**SAP BI support service that provides continuity and consistency** – SOA People provides a managed SAP BI support service that gives ENGIE Energie Nederland guaranteed access to skilled resource, which understands the customer's environment and requirements. ENGIE is no longer dependent upon a single resource to support a critical business system.

**Flexibility of service** – ENGIE Energie Nederland can call on SOA People to provide additional skilled resource whenever needed, with the potential to address periodic changes in demand. This additional resource will be 'up-to-speed' on the specific attributes of the Customers SAP BW implementation, avoiding any learning lag.

**Access to skilled, experienced, and knowledgeable resource** – SOA People's investment in its consultants ensures that ENGIE Energie Nederland has access to trained, skilled, experts with excellent and current domain knowledge.

**Cost-effective and economic support model** – ENGIE Energie Nederland benefits from an accessible support model that they can scale up and down to meet their exact needs at any given time. Investing in the managed SAP BI support service negates the cost of recruiting staff or consultants, and ensures that critical business processes are not delayed or interrupted.



## SUMMARY

*"SOA People's consultants really know what they are doing and are very responsive to our requests for assistance," highlights Gernald. "We find them easy to work with, and to talk with to discuss the challenges we face. The managed SAP BI service that SOA People provides is professional, and has proved to be a cost effective solution for ENGIE Energie Nederland."*

Gernald van der Heide, IT Service Delivery Manager at ENGIE Energie Nederland

## TECHNICAL DETAILS

- SAP BW 7.4
- BODS & Webbi (Business Objects Suite)
- CRM 7.0
- ISU
- SAP BW has 50 users