# ESB
## ENERGIE SÜDBAYERN

## ABOUT THE ORGANISATION

Energie Südbayern GmbH is an energy service provider for southern Bavaria. Headquartered in Munich with 15 service centres in Bavaria, its business focus involves the supply, trade, operations and generation of energy for this region. The organisation has around 370 employees and a 149k grid connection of a 20k square metre area.

## HIGHLIGHTS

→  SAP solution with SAP Lumira and SAP BusinessObjects provides powerful and fast platform

→  Management dashboards with modern look and feel provide quick overview of transactions

→  Analytic tools enable fast deployment of management reporting for decision-making

# NEXT GEN ANALYTICS WITH INTERACTIVE DASHBOARDS GIVES ENERGY FIRM ITS PERFORMANCE-CRITICAL BI IN ONE PLACE

## CHALLENGE

With around 40 SAP and SAP-related on premise systems, ESB currently has more than 300 active SAP users. To streamline business reporting and KPI visibility the organisation wanted to have one single point of contact via an easy to use interface for all its dashboards.

The current system needed significant performance improvements and with five different dashboards all operating on different technologies, there was no one system that pulled all the business information together in one place to provide an enhanced daily representation and consolidated view of incidents and change requests.

In 2017 ESB had upgraded to SAP Solution Manager 7.2 on HANA and was looking to implement an SAP BusinessObjects platform with its upgraded SAP Solution Manager. But the dashboard builder within SAP Solution Manager 7.2 was not adequate for its business needs.

Patrick Steitz, CCOE Manager, ESB says *"We needed better oversight of KPIs for the number of open incidents on our systems at any one time, and whether they were increasing or decreasing. For this we were looking for a better technology solution that would work well with BusinessObjects within SAP Solution Manager."*

## SOLUTION

ESB turned to SOA People (formerly cormeta) to implement SAP Solution with SAP Lumira and SAP BusinessObjects, providing a much faster and more powerful platform with enhanced reporting capabilities.

Patrick adds, *"We wanted the best solution that would give us a quick overview of transaction types at a glance, together with management dashboards and a modern look-and-feel. We decided that combining the analytics strategy of our business with SAP Solution Manager would give us a fast and easy state-of-the-art overview of our activities."*

The two project teams from ESB and SOA People collaborated well. As it was a completely new system the implementation process was extremely agile with no legacy systems to deal with. It was a case of implementing SAP BusinessObjects platform, followed by the analytic tools and then making the connection between SAP Solution Manager and the SAP BO platform.

*"We decided that combining the analytics strategy of our business with SAP Solution Manager would give us a fast and easy state-of-the-art overview of our activities."*

## BENEFITS

- High levels of user acceptance with modern, state-of-the-art dashboards. SAP Lumira gives users a modern look and feel user interface.

- Fast deployment of management reporting with dashboards, making decision-making and swifter and easier to communicate

- Integration and visibility of ESB's analytics strategy: detailed KPIs and

other change requests can be easily viewed on the dashboards providing key performance-based data on a daily basis, instead of manually have to analyse data via Excel and so on.

- Ability to react quickly to an increased number of open incidents, by accessing more resources if needed.

- Mobile access so users can work from anywhere.