

## SAP Customer Success Profile Utilities



Technische Werke Ludwigshafen AG (TWL) provides electricity, natural gas, drinking water, and heat to private and commercial customers in the city of Ludwigshafen, Germany. TWL upgraded from SAP® R/3® software to the mySAP™ ERP application to consolidate its system landscape and take advantage of new functionalities.

### AT A GLANCE

#### Key Challenges

- Keep pace with dynamic market
- Implement systems to provide holistic energy services

#### Project Objectives

- Create a consolidated and integrated system landscape
- Upgrade IT systems with minimum staff training
- Acquire a foundation for implementing new functionalities

#### Why SAP® Solutions

- Broad and highly integrated solution portfolio
- SAP market leadership

#### Implementation Highlights

- Completed upgrade project within 120 days
- Upgraded to mySAP™ ERP application for 350 users

#### Key Benefits

- Smooth upgrade with no impairment to business processes
- Minimum effort and costs to upgrade
- Foundation for implementing new functionalities in areas such as financial supply chain management, business intelligence, data warehousing, and mobile asset management
- €300,000 per year reduction of IT costs from consolidation of systems and applications

#### Web Site

[www.twl.de](http://www.twl.de) (German only)

#### Industry

Utilities

#### Solutions and Services

mySAP ERP; SAP for Utilities solution portfolio (currently implementing); SAP NetWeaver® Business Intelligence component with business content for utilities (currently implementing); SAP® xApp™ Mobile Asset Management composite application (currently implementing)

#### Existing Environment

SAP R/3® software, functionality now found in mySAP ERP

#### Third-Party Integration

- Database: Oracle
- Hardware: HP ProLiant server
- Operating system: Microsoft Windows 2003

#### Implementation Partner

SAP Consulting

**“Thanks to great support from SAP and SAP Consulting, we were able to move our entire business from SAP R/3 4.6C to mySAP ERP 2005 within 120 days and with zero downtime. The upgrade lays the foundation for us to implement new functionalities that will enhance our business processes and operations.”**

Torsten Kästel, IT Director,  
Technische Werke Ludwigshafen AG

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