SWD: Transferring Electronic Messages Faster and More Reliably with SAP NetWeaver® Process Orchestration

To provide reliable energy and water service to over 1 million people in and around Düsseldorf, Stadtwerke Düsseldorf (SWD) counts on SAP® software. So, as the volume of electronically transferred messages related to crucial grid access and energy delivery grew, SWD needed its IT platform to grow as well.

Working with itelligence, SWD smoothly migrated from SAP NetWeaver® Process Integration technology to SAP NetWeaver Process Orchestration software. Now the organization is managing 2.5 million messages per month within the time requirements of the German Federal Network Agency. With fewer time-consuming inquiries caused by failed message transfers and noncompliance with time limits, SWD can focus on its most important objective – providing outstanding service to customers.

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Executive overview

Company
Stadtwerke Düsseldorf (SWD)

Headquarters
Düsseldorf, Germany

Industry
Utilities

Products and Services
Energy and water supply

Employees
1,772

Revenue
€1.84 billion (2012)

Web Site
www.swd-ag.de

Partner
itelligence
www.itelligencegroup.com

BUSINESS TRANSFORMATION

The company's top objectives

- Manage a growing volume of electronic messages exchanged with business partners
- Implement a reliable business-to-business (B2B) solution to send information via Electronic Data Interchange for Administration, Commerce and Transport (EDIFACT) within the time limits mandated by the German Federal Network Agency
- Simplify process monitoring and error-handling and improve performance

The resolution

- Collaborated well with itelligence to smoothly migrate from dual-stack SAP NetWeaver® Process Integration (SAP NetWeaver PI) technology to single-stack SAP NetWeaver Process Orchestration software
- Replaced a third-party AS2 adapter with one available with the SAP NetWeaver Process Orchestration B2B add-on

The key benefits

- Faster message exchange as well as improved monitoring and reliability
- Fewer time-consuming inquiries caused by failed message transfers or noncompliance with time limits

"We are glad that we migrated from SAP NetWeaver PI to SAP NetWeaver Process Orchestration. Message transfers are now much faster and process monitoring became much easier. This gives us more time to focus on how best to serve our customers."

Holger Sueße, Integration Architect, Stadtwerke Düsseldorf

TOP BENEFITS ACHIEVED

2.5 million

Electronic messages per month processed through SAP NetWeaver Process Orchestration

3x

Faster message exchange with SAP NetWeaver Process Orchestration with a B2B add-on as compared to SAP NetWeaver PI

1 system

To monitor using a single-stack architecture instead of a dual-stack architecture

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