

## SAP Customer Success Story

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Burkhard Menzel, Head of ERP Systems at E.ON Westfalen Weser AG



## E.ON WESTFALEN WESER AG

### RAPID, PROBLEM-FREE MIGRATION FOR MAJOR GERMAN UTILITY USING SYSTEM LANDSCAPE OPTIMIZATION SERVICES FROM SAP® CONSULTING

A member of the E.ON Group, E.ON Westfalen Weser AG is one of Germany's top-10 utilities, supplying some 740,000 customers with electricity, natural gas, and water. It generates annual revenues of around of €900 million.

#### THE CHALLENGE: THREE INTO ONE

Following its formation in mid-2003 – as the result of a merger between E.ON subsidiaries EMR, PESAG, and Wesertal – E.ON Westfalen Weser AG had to consolidate the three companies' IT systems. This was no easy task, since each used a different SAP® R/3® release, with various add-on solutions for billing and human resources. What's more, a large number of objects in SAP R/3 (including chart of accounts and cost centers) had to be renamed according to the E.ON Group's nomenclature (SAP R/3 functionality is now available in mySAP™ ERP).

In particular, Wesertal's historical billing data posed a tough challenge. While the other two subsidiaries ran software that could be interfaced to the new environment, Wesertal's billing capabilities, delivered via an SAP add-on designed for the utilities industry, were an integral part of its SAP software system. This meant Wesertal's billing data had to be transferred to the new solution.

“We certainly couldn't have tackled that task ourselves,” says Burkhard Menzel, head of enterprise resource planning (ERP) systems at E.ON Westfalen Weser AG. “We needed expert assistance – any glitches would have impacted tens of thousands of customers.”

#### AT A GLANCE

##### Company Name

E.ON Westfalen Weser AG  
Germany  
www.eon-westfalenweser.com

##### Industry

Utilities

##### Key Challenges

- Migrate historical billing data from SAP add-on software for utilities industry as part of major project to consolidate IT landscapes of three merged subsidiaries
- Avoid interruptions to ongoing operations

##### Implementation Partner

SAP® Consulting, part of SAP Customer Services Network

##### Solution and Services

System landscape optimization (SLO) services provided through SAP Consulting

##### Existing Environment

- Various SAP R/3® releases (functionality now available in mySAP™ ERP)
- Add-on software for billing and human resources (for the utilities industry)

##### Implementation Highlight

Smooth transfer of 160 gigabytes of historical billing data to new system in just 24 hours

##### Key Benefits

- Expert help from SAP migration specialists
- Fast, effective data transfer
- Uninterrupted customer service during system changeover
- Reduced IT costs, as no need to access billing data in legacy system

##### Hardware

IBM P650

##### Operating System

- AIX 5.1
- Microsoft Windows 2000



## **AN INNOVATIVE APPROACH**

The Wesertal migration called for an innovative approach, since no conventional methodology would enable the company to quickly and reliably transfer transaction data from the add-on solution for the utilities industry.

E.ON Westfalen Weser AG found the answer in SAP Consulting and its system landscape optimization (SLO) services – which include consulting and technical support for fast, effective transitions between old and new system landscapes.

“Other providers could build us a new billing system,” explains Menzel, “but only the system landscape optimization team could move all our historical billing data. Its close link to SAP developers was also a key factor.”

## **PARTNERING FOR SUCCESS**

The project to consolidate the three subsidiaries' IT systems kicked off in late 2002 and is scheduled for completion in the first quarter of 2005. During the initial phase, the team focused on migrating the three systems to a single SAP solution.

From the outset, the SLO specialists worked hand in hand with E.ON's 150-strong in-house team and the other project partners. “The SAP team members provided invaluable project expertise for the migration,” says Menzel. “They also helped coordinate activities with our other service providers, and advised us on the test system landscape and system sizing.”

The SAP experts renamed some 40 SAP R/3 objects, and helped migrate plant maintenance data to the new solution, as well.

## **A STRONG FOUNDATION FOR A FAST, PROBLEM-FREE MIGRATION**

During a six-week period, SAP application consultants developed the migration plan, which involved devising steps to ensure that the utilities add-on would continue to function

smoothly with the new system, and with the renamed SAP R/3 objects. This was followed by one month of programming. Finally, the team conducted three trial runs in October, November, and December, prior to consolidation in early January 2004.

As a result of these efforts, some 160 gigabytes of data for utilities was transferred from the Wesertal SAP system to the new landscape in just 24 hours. Burkhard Menzel is more than satisfied with the system landscape optimization group: “Top marks to the SAP team. The system landscape optimization service ensured our historical billing data was migrated quickly and effectively – without disruption to our business.”

This meant that employees at the company had uninterrupted access to all the information they needed, enabling them to continue providing reliable service to customers.

## **INTO THE FUTURE WITH SAP**

Overall, E.ON Westfalen Weser AG is satisfied with the results.

“Our new add-on software for utilities had to work perfectly – and it does,” says Menzel. “Without system landscape optimization, we would have had to access utilities transaction data in the Wesertal system – which would have been very costly.”

E.ON Westfalen Weser AG next tasked SAP with moving billing data from the PESAG subsidiary to the new system. “Having seen what the SLO team members can do, we were very eager to have them on board for the PESAG project,” states Menzel.

The new project, headed up by is:energy, the E.ON Group's internal IT service provider, promises to be every bit as successful as the first.