

## SAP Customer Success Story



For many years, the Provincial and Interurban Drinking Water Company for the Province of Antwerp (Pidpa) has been pioneering the practical application of information technology in the world of drinking water. As part of its overall business strategy, **Pidpa** decided to implement an enterprise portal to facilitate the exchange of information across the company to improve productivity and increase business performance. **Pidpa** chose mySAP™ Enterprise Portal to meet this challenge.

## PIDPA

### mySAP™ ENTERPRISE PORTAL AT PIDPA

#### AN OPEN PLATFORM FOR INFORMATION EXCHANGE

Pidpa has traditionally led the drinking water industry in utilizing information technology and has been known for developing the applications it needed in-house. With mySAP™ Enterprise Portal, Pidpa managed to streamline and integrate its existing applications, enabling employees to access company data quickly and easily.

#### SUPPLYING WATER TO THE MASSES

Pidpa distributes more than 76 billion liters (20.1 billion gallons) of water to more than 426,000 Belgian households annually. Some 65.3 million liters come from Pidpa's 25 water plants. The company employs 600 people full time and generates annual revenues of around €84 million (2001).

#### THE NEED FOR CHANGE

Pidpa's successful relationship with SAP started when Pidpa management met to consider the company's business strategy and how portal technology could help it remain competitive. While over the years the company had successfully developed the applications it needed to run the business in-house, the changing needs of the business required employees across a variety of departments to access company data quickly and easily. The challenge of integrating these applications, and providing a platform on which they could be accessed, was enormous. "It was a combination of a boom in cross-departmental requests for information, the increased costs associated with developing applications in-house, and the larger challenge of integrating these applications," says Patrick Vercruyssen, ICT manager at Pidpa.



## **MANAGING THE BUSINESS THROUGH PORTAL FUNCTIONALITY**

Pidpa chose mySAP Enterprise Portal along with the mySAP™ Human Resources (mySAP™ HR) employee self-service (ESS) capabilities to kick-start this business transformation. Predefined, role-based portal content – called business packages – for ESS helped Pidpa dramatically shorten the implementation time and accelerate the return of its investment. In general, these business packages reduce the total cost of ownership of an enterprise portal, since portal content is ready to use and available for download at [www.iviewstudio.com](http://www.iviewstudio.com).

**“This is just the beginning. We have so many plans for mySAP Enterprise Portal – there is so much we want to do with it.”**

Patrick Vercruyssen, ICT Manager at Pidpa

Cap Gemini Ernst & Young served as the company’s implementation partner. This joint venture between SAP and Cap Gemini Ernst & Young also covered planning and a training and knowledge transfer phase. mySAP Enterprise Portal and ESS capabilities went live in July 2002.

Today, mySAP Enterprise Portal provides Pidpa with an open platform that allows the company to integrate all its existing applications and to gain access to information through a Web interface. Employees can now quickly and easily view and maintain job-related information, including hours worked, skills profiles, and training registration – all through the portal’s easy-to-use Web interface. The portal’s single sign-on and user authentication features ensure that all information can be exchanged securely.

“We’ve put all our human resources information into this system, which means that employees can perform a number of HR-related functions through mySAP Enterprise Portal,” says Walter Maes, director of administrative services. “As a result, our human resources department is freed from data entry and routine employee-service activities, and employees can get the information they need, when they need it. Now, both employees and HR focus on more pressing business issues.”

### **REQUESTS FOR MORE FUNCTIONALITY**

The majority of Pidpa employees who use mySAP Enterprise Portal and the employee self-services business package are now requesting more functionality. “It is one step toward achieving our goal of providing integrated access to all applications through a single interface,” says Vercruyssen. “The business package for employee self-services offers our employees a range of tools, such as the ability to update and view their personal data, holiday information, along with a useful ‘who’s who’ search function. It makes things more accessible and forms a base for more functionality via the portal.”

**“mySAP Enterprise Portal covered all our needs in terms of enabling our employees to access applications and information through a single interface.”**

Patrick Vercruyssen, ICT Manager at Pidpa

The portal also had a positive impact on company morale. “Previously, employees were very tied to their department,” says Maes. “Since we’ve implemented the portal we’re seeing a company culture where employees are not focused just on their own department and activities, but are now involved in processes beyond their own daily work.”

### **BOOSTING PRODUCTIVITY AND IMPACTING THE BOTTOM LINE**

Overall, Pidpa extols the benefits of working with SAP and the effect the portal has had on the company. “It has streamlined our internal processes and made it easier for people to do their jobs, which has had an amazing effect on productivity and our bottom line,” says Vercruyssen.

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Walter Maes, Director of Administrative Services at Pidpa

He adds, “This is just the beginning. We have so many plans for mySAP Enterprise Portal – there is so much we want to do with it. Our next step is to implement the business package for mySAP HR manager self-service [capabilities]. This will open up a whole new range of possibilities for Pidpa. At the end of the day, we have to provide water – with mySAP Enterprise Portal we can guarantee our ability to do so.”

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