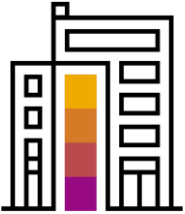




SAP® Innovation Awards 2020 Entry Pitch Deck

Empowering People to Work Smarter with Real-Time, 24x7 Insight

VINCI Energies Group



Company Information

Headquarters	Montesson, France
Industry	Cross-industry
Web site	www.vinci-energies.com

In a world undergoing constant change, VINCI Energies Group helps businesses fast-track the rollout of new technologies and supports digital transformation and energy transition by enabling IT connections, driving industrial performance, and maximizing energy efficiency. Focused on innovation in energy, transport, manufacturing, telecommunications, and other areas, VINCI Energies helps make plants, cities, and power grids safer, greener, and more efficient using smart technology. To bring that same level of intelligence, efficiency, and performance to its back-office operations, the company has been working on a large-scale digital transformation project aimed at bringing finance, accounting, project management, service management, strategic planning, and more together on a single, central digital core.

Empowering People to Work Smarter

VINCI Energies Group



The innovation possibilities with SAP technology are seemingly endless. Whether it is putting the information users' need right at their fingertips, automating tedious and time-consuming processes, or reinventing the way we manage data – we can take a wish list from every business unit and make it a reality. This makes work easier for everyone, which translates into real value for our customers.

Florian Cazerres, SAP Technology Manager, VINCI Energies Group

Challenge

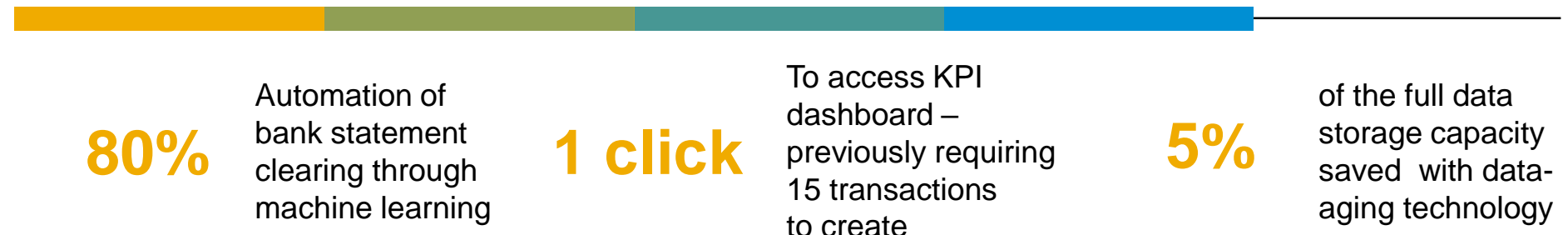
As it runs hundreds of projects spanning multiple industries and global locations, VINCI Energies needed a way to unify operational data. Working with multiple systems and consolidating spreadsheets made it hard to maintain total visibility across business units and projects, as well as complicated financial clearing and closing.

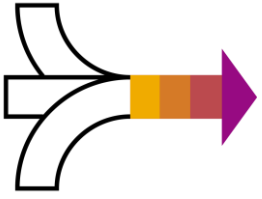
Solution

VINCI Energies moved 17 disparate ERP systems to SAP S/4HANA®. Role-specific dashboards were deployed to manage projects and strategy. An end-to-end field service management system was built using the SAP C/4HANA® suite. Machine learning technology was deployed to automate finance and controlling transactions.

Outcome

Now directors and project managers have the real-time information they need to maintain control and oversight of business units and projects all in one place. Field service managers and technicians have the tools they need to service customers more quickly and efficiently. And finance has more time to spend on value-adding tasks.





Business Challenges and Objectives

Operating in 53 countries with roughly 77,500 employees, VINCI Energies Group runs a complex enterprise spanning 1,800 business units. Disparate IT systems, siloed data sources, and spreadsheet-based processes made it harder for various types of employees to work efficiently and effectively.

- Time-consuming data compilation meant that **project managers** could generate complete project reports only once a month.
- **Field service managers** had difficulty dispatching technicians to the field and gathering up-to-date status information.
- **Directors** managing multiple business units had to gather and consolidate several reports to get the strategic oversight they needed.
- And **finance and accounting teams** could spend as much as 40,500 workdays (~200 FTE) per year on clearing processes over the 1,800 business units, grounded in repetitive, manual transactions.

The IT team at VINCI Energies wanted to make work faster and more efficient by providing:

- A single project management dashboard with real-time updates on every project covering everything including costs, vendors, contracts, schedules, status, and more
- A unified, drill-down reporting dashboard for directors, providing the business intelligence (BI) they need to make strategic business decisions
- A central dispatch solution for field service managers
- A mobile app for on-site technicians, providing complete ticket information and allowing updates on-site
- Automation of clearing transactions covering vendors, customers, general ledger, and more



Project or Use Case Details

VINCI Energies is extending the use of SAP S/4HANA to maximize the value of SAP® solutions by enabling innovative, end-to-end processes that drive business and improve customer service.

Using it together with the SAP Fiori® user experience (UX) and apps, the company is unifying back-office processes and data and enabling detailed, real-time reporting for directors and project managers. Service teams use SAP Service Cloud solutions to improve and streamline customer service. Field service management is taking advantage of ticket dispatching, technician preparation, and service execution that is directly connected to the sales and billing process.

To close the loop, finance is saving time by automating 80% of clearing processes with SAP Cash Application software.

VINCI Energies first works with SAP Digital Business Services – Premium Engagement to explore solution capabilities, run proof-of-concept projects, and demonstrate the business value of each project. It then works closely with users through SAP Design Thinking workshops to, for example, establish requirements and top-10 KPIs for user profiles with the SAP Analytics Cloud solution and showcase what is possible using new machine learning software.

The VINCI Energies IT team secures and optimizes adoption across teams and business units to deliver the new intelligent technology and business insight available to them.



Benefits and Outcomes

Business or Social

- Centralized intelligence on all internal and external data
- Comprehensive, anytime, anywhere project reporting from a PC or mobile device
- Real-time BI for every business area, enhancing strategic decision-making
- Visibility into technician planning and availability
- Faster, more efficient dispatching and service
- Single accounting cockpit, including bank statement processing and integration
- Clearing using machine learning, automated by 80%
- Reduced cash-flow impact and dunning

IT

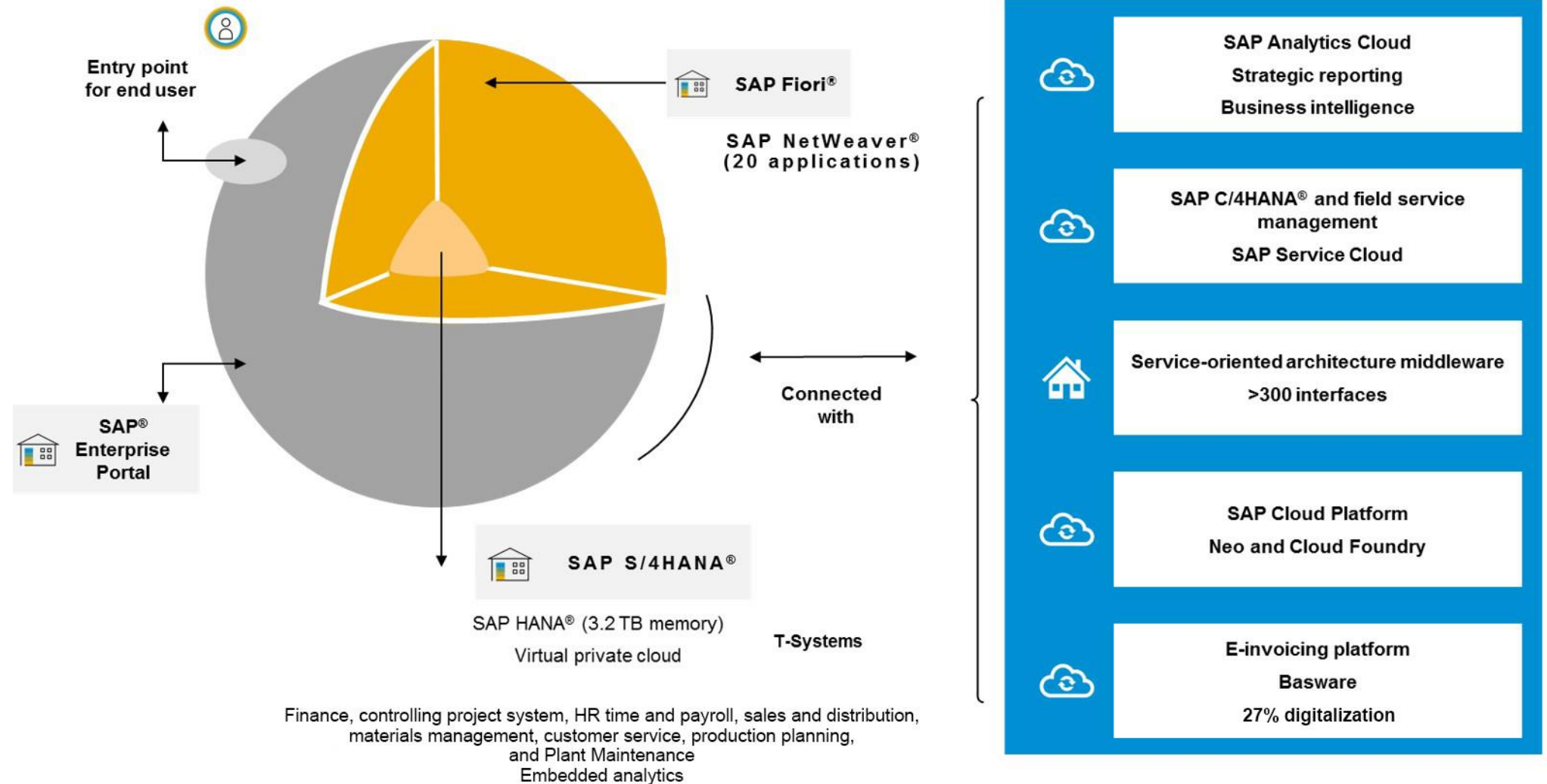
- 8 hours per week saved on master data management through automation
- Major reduction in database size through strategic data aging, resulting in up to an 89% increase in storage for a given table
- Midnight runs that allow daily data updates
- Faster incident response
- Insight into how various technologies are being used across the business, enabling corrective action where needed
- Scalability to meet changing business needs

Human Empowerment

- **Project manager:** Complete project oversight at a click in a single dashboard
- **Director:** Real-time, cross-business analytics to support strategic decisions
- **Field service manager:** Simple, intuitive, end-to-end service management solution
- **Technician:** Ability to access and update all ticket information on-site
- **Accountant:** Less time spent on manual tasks, freeing up time for value-added tasks
- **Customer:** Greater project transparency, faster incident response and resolution, and higher satisfaction



Architecture





Deployment

Deployment status Live

Date Latest go live: December 2019 **Number of users** 32,000

SAP technologies used:

SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1 SAP S/4HANA	Live	Finance, controlling, project management, customer service, analytics, and more
2 SAP Fiori UX and apps	Live	Improved UI and convenient mobile apps
3 SAP Cash Application	Live	Automation of clearing processes with machine learning
4 SAP Analytics Cloud	Live	Tracking of application adoption and use
5 SAP Service Cloud	Live	Customer portal and field service management

If you have used one of the services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with ☒ one or more of the following offerings:

☐ SAP MaxAttention™

☐ SAP ActiveAttention™

☐ SAP Advanced Deployment

☐ SAP Value Assurance

☐ SAP Model Company

☒ Others: Premium Engagement delivery

☒ SAP Innovation Services

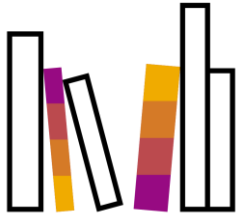
☐ SAP Innovative Business Solutions



Advanced Technologies

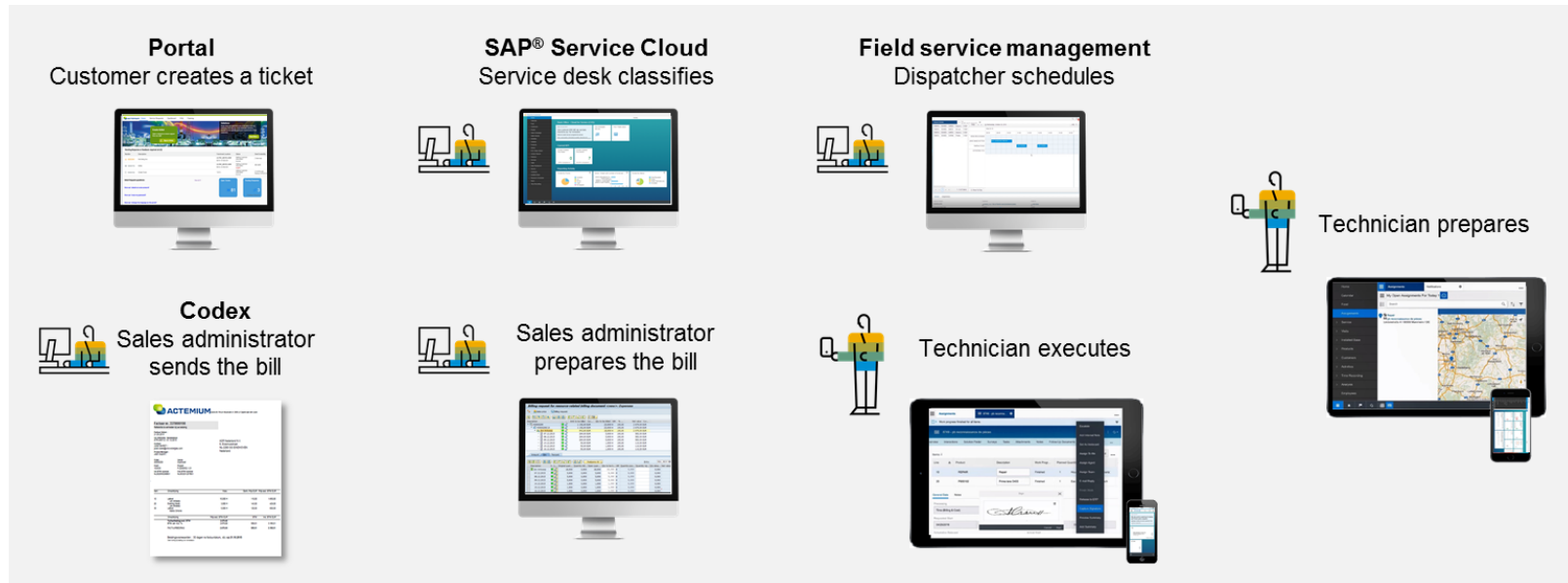
The following **advanced technologies** were part of the project.

	Technology or use case	Yes or No	Contribution to project
1	3D printing	No	
2	Blockchain	No	
3	Internet of Things	No	
4	Machine learning or AI	Yes	SAP Leonardo® technologies with SAP Cash Application (live)
5	Conversational AI	Yes	SAP CoPilot digital assistant (POC completed)
6	Robotic process automation	Yes	Master data management, dump reporting, invoice status requests (non-SAP solutions)
7	Data anonymization	No	
8	Augmented analytics	Yes	SAP Digital Boardroom; predictive analytics to proactively prevent accidents in the field (both projects in POC)



Additional Information

Customer service process at VINCI Energies:



Additional publications from SAP on VINCI Energies:

- [Business transformation study](#)
- [Customer testimonial video](#)
- [“VINCI Energies Becomes ‘Future Ready’ with 10-Month Program to Innovate with SAP S/4HANA,”](#) SAP Insider article, February 26, 2019.
- [“VINCI Energies Simplifies Employees’ Lives with New Timesheet-Entry Application,”](#) SAP Insider article on SAP Cloud Platform, February 26, 2019.