**Topic**

How intensively the employees of a company communicate with each other, how easily information is accessible to them, decisively determines the quality of cooperation. This is an essential criterion for the success not only of projects and plans.

**Customer recommendation: Central information platform based on a social solution**

Information management plays a central role in the work of SAP Customer COE. The example of the Stadtwerke Erfurt Group shows the advantages offered by a central information platform.

**Customer Profile**

Bsjs - Central German consulting and system house GmbH - Municipal service provider for Erfurt

SAP Customer COE

Among other things, our focal points are based on the certification-relevant modules: Information Management, Contract & License Management, Support Operations and Innovation - The Customer COE of Bsjs has the primary task of bringing business and IT together as an overarching organizational unit.

**Management Summary**

Since 2017, the Stadtwerke Erfurt Group has been planning the creation of a new intranet for all 1800 employees. A solution was selected as the technical basis that could be integrated into the SWE IT landscape and adapted to the defined functional, content and technical requirements of Stadtwerke Erfurt.

Our primary goal was to create a uniform, central information platform in which SAP Customer COE with its focus on information management is integrated.
**Initial Situation**

Almost half of the employees of the Stadtwerke Erfurt Group, approx. 900 mainly commercial municipal utilities, did not have a PC workstation and thus had no access to the municipal utility network and thus only limited access to information.

The use of outdated means of communication (such as notices or circular e-mails) made it considerably more difficult to exchange information quickly and promptly. The only partially possible, timely information of all employees made it difficult to include them in cross-divisional and cross-company cooperation.

**Challenge**

The new information and data exchange platform should be accessible to all SWE employees. In order to achieve this, especially technical solutions had to be created that allow external access with private mobile devices and meet all requirements of IT security and data protection. The new intranet should be responsive and therefore completely mobile.

The intranet, which was created in 2010, was a classic website based on a CMS solution. Only about 900 of the 1800 employees had access to the intranet, as this required a PC workstation. There was no mobile version accessible from the outside. Data maintenance required author licenses.

**Need for Action**

Other channels and forms of communication had to be identified, developed, established and used in order to be able to inform all employees promptly in the future.

There was an urgent need to improve cooperation between the 14 companies and within the Group and to create space for cooperation within the companies and in projects. All employees should be included in the overall internal communication via a common information platform.

**Objective**

The aim of the project was to redesign the traditional intranet and to develop it into a communication and collaboration platform for all employees. With the new intranet, the distribution of information should be optimized.

The employees should receive a platform for professional and communicative exchange. Employee dialogue should be promoted as well as a motivating corporate climate created. We want an even closer cooperation within the group and a stronger identification with the company.
Our Solution

Internal communication has undergone a change in recent years → away from one-sided information towards dialogue!

Results-oriented communication at all levels is the prerequisite for a functioning corporate culture.

With the newly set up innovative intranet based on a social solution, a new central point for the digital services and processes in the company was created.

This means that other systems can be replaced by content integration and existing external applications can be integrated into the new solution by linking.

An intranet that integrated all the desired functions was not the goal of the changeover.

In order to reduce the complexity of the project and enable a timely implementation, the social intranet of the municipal utilities should remain as close as possible to the standard solution of the manufacturer. This also facilitates the effort for updates and new releases.

As a result of the project, an important prerequisite for further digitization within the company was created.

The Active Directory (AD) was qualified and updated, and process chains for subsequent maintenance were coordinated between the personnel department and IT service provider. The adapted interface facilitates further adjustments, also with regard to planned solutions for policy management, ESS or MSS.
Methodology and Effort

The selection of the right product for our requirements was the result of a preliminary project in 2017. Part of this was a comprehensive definition of requirements with the various stakeholders such as works councils, human resources, communications and IT service providers. The product we select works very strongly with personalization. Content and documents are thus made available to the employee in a suitable manner. Technically, this required an extensive adaptation of the Active Directory (AD), since for login and personalization the employee data must be provided from the AD.

In addition to optimizing the required data (company, department, location) for each employee, the first step was to integrate all Stadtwerke employees into the AD who had not previously had a SWE business terminal device, 900 after all. A corresponding interface had to be integrated between SAP HCM and AD and the data maintenance had to be adapted in HCM. In addition, all necessary requirements in the IT infrastructure for external access with private end devices had to be developed and implemented.

The creation of the new intranet was combined with comprehensive training offers using special media (Z-Card, film) in order to ultimately enable the employees of the SWE Group to use the new intranet in all its functions.

Our Benefit

Our SAP Customer COE benefits primarily from the consolidation of information flows. The diversity of information can thus be made even more efficiently and effectively accessible to those affected.

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The centralization of information sources makes the work in Customer COE significantly more efficient. Information is available to all employees.
About Us
The SWE Group, a group of 14 companies, is Erfurt's municipal service provider. Its core competencies range from classic supply services to local public transport, waste disposal, the operation of multi-storey car parks and leisure facilities to internal services in commercial and personnel management. IT services are provided by Bsys GmbH SWE-wide:
• SAP Utilities Supply and Disposal, SAP Core Components and Payroll, SAP CRM, SAP BW
• Full IT service provider
• IT Service Management based on ITIL

Resume and Outlook
Unlike traditional intranets, social solutions create a versatile platform for collaboration, data and information exchange. The most important results at a glance:
• Inclusion of all employees in the new central information platform, including all topics relating to SAP Customer COE.
• Creation of a platform for voluntary cooperation across all areas and in projects
• Technical solution for external access with private end devices to the intranet
• New communication possibilities for all SWE employees

Editorial comment!
Please note:
The solution shown here is described as part of the "SAP Customer Centre of Expertise (Customer COE) customer success stories" program. In this format, SAP gives CCOEs the opportunity to outline examples of certified SAP Customer COEs.

SAP accepts no liability for the described contents. SAP is only responsible for the editorial section.

Your Customer COE team

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