BS|ENERGY: The path to the “Next Generation IT”

BS|ENERGY, as an energy supply company in the IT sector, was rather "classically" or "conservatively" positioned until the beginning of this year. However, the new era of "Next Generation IT" has long since begun and we have recognized our opportunities: We are on our way to the cloud, have established our SAP HANA and SAP S/4HANA Roadmap and have begun the necessary restructuring. The future can come!
Customer Recommendation: Departure Now!
Competition is a big issue! Only those who open themselves to digital transformation will be able to meet the constantly changing market and customer requirements.

Management Summary
Due to the multitude of regulations and requirements of the Federal Network Agency, we are already very much "involved" in the "normal" day-to-day business in our industry - often under great time pressure. There was simply no time for innovation. The resources were almost overloaded, large projects and a large number of change request orders "consumed" the time. Our rethinking, the conversion to ITIL processes and the use of agile working methods were probably our biggest steps into digital transformation. Almost "revolutionary" for our company. But - the first steps have been taken and the success we achieved strengthens us. This is the right way for us!

Customer Profile
We are the internal service provider for the companies of the BS|ENERGY Group and Veolia Germany.

Customer satisfaction is our top priority. We want to convince through good work. Our mission is to take our customers on a journey into the digital world!
**Initial Situation**
A small area-wide use of key users, few standardized processes (here: ITIL), a very complex system landscape, the format changes that had to be made twice a year as a legal requirement and many other large projects that always had to be mapped with the same resources (employees) made our day-to-day business a constant race against time ...

We steered more and more into overburdening our employees and finally a change had to happen.

It couldn't go on like this!

**Challenge**
Rethink! Change always takes place in the mind.

The ideas were collected, the first implementation scenarios considered ... but where to start? How? With what? How do we tackle and implement the "big picture"? How do we pick up our employees? What messages do we convey to our customers?

Many ideas that had to be put in a logical order.

How do we tackle it so that efficiency, effectiveness and sustainability remain in focus?

A great challenge for everyone, including managers, together and each individual.

**Need for Action**
In order to remain competitive on the market and not to lose the high level of customer satisfaction, which is so important to us, new ways had to be found.

We had hardly any time and opportunity to focus on innovation, but rather on keeping the systems “alive”:

Where is IT heading ... What happens when the "classic" ERP from maintenance runs in 2025? etc. etc.

Do we already know all the challenges? And how do we meet them? We needed a plan (!) → A strategy (!) must be developed that accompanies us on our way into the digital world and supports our goals decisively and sustainably!

**Objective**
The world is upside down at BS|ENERGY. We want to bring about change in many areas:

- We want to operate applications and systems largely in the cloud.
- We now want to develop and use our own SAP HANA and SAP S/4HANA Roadmap.
- We want to switch to agile working methods.
- We must (again) move more strongly towards the rapid implementation of requirements through DevOps (bringing development and operation closer together again).
- We need to realign our IT!
- ... And at the same time always keep an eye on developments on the energy market and be able to react quickly!
Our Solution
How it all began ...

It was clear to us that we urgently needed a future-oriented new SAP or IT strategy!

Where do we stand today? But more importantly, where do we want to be in the market in a few years and with what innovative scenarios?

Where do we want to develop in order to remain competitive and maintain or even expand our position in the energy supply market?

Demographic change does not stop at our company either.

We need new employees to whom we can offer trend-setting innovative opportunities. This was accompanied by the fact that we rely on agile methods. This was extremely well received - especially by our young employees. We developed Kanban boards, our projects and our daily business were implemented agilely and we picked up speed!

We don't want to close off cloud opportunities to ourselves, but consciously open them up and become a "cloud company" in the long run.

Key users, ITIL standards, our new IT and SAP strategy, agile methods, cloud, early introduction of new SAP products (SAP HANA; ...) that is our solution!
Methodology and Effort
The difficult part is always to find the right beginning in order to put the suggestions and ideas for change/restructuring into a meaningful, goal-oriented and above all promising sequence.

In order to improve our still "classic" IT, we were finally able to implement the widespread use of key users. This resulted in very good results: Support could be provided directly and quickly on site and thus relieved the IT staff. That was a long way over several years.

Then we opted for the IT "good practice" approach ITIL and adapted our processes accordingly. Another milestone was reached and guaranteed our success. The standardization of the processes brought more efficiency and effectiveness! The implementation of the ITIL scenarios took about 3 years.

In the end, it was clear to us that change requests and projects also had to be implemented faster and more smoothly. Speed had to be taken up! Agile methods knocked on the door! Here we were very fast on our way. At first, an agile pilot team was quickly deployed in IT. After only a few months this was established and another team was set up. Our cloud ideas and the SAP HANA as well as the S/4 roadmap were "tackled" at the same time.

Our SAP Customer COE, which exists since 2003, accompanied us purposefully in all challenges!

Our Benefit
We have arrived. We are of the opinion to have found our right way!

We have taken up speed! We have gained new employees on the market because we can convince with innovation ideas, new technologies and exciting tasks.

Tasks can be successfully completed in a shorter time and we can use the time savings for further innovations.

For all employees the daily business has not only become more exciting again, but also more relaxed!
About Us
BS|ENERGY has been an energy supplier since 1851.

A partial privatization took place in 2002, followed by the entry of Veolia in 2005 (74.9%). Shareholders (from October 2018): Veolia (50.1%) City of BS (25.1%), Thüga (24.8%)

3 Subsidiary municipal utilities

Energy supply and generation, water, network operation, urban drainage and lighting
We have 1,107 employees and 104 trainees (figures from 2017) and serve 169,800 electricity customers, 57,400 gas customers, 6,650 heating customers and 39,000 water customers with sales of Euro 641 million (consolidated sales according to HGB, 2017).

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Resumé

Resumé and Outlook
Many steps have been taken. The success that followed confirms that it is the right direction and the optimal path for BS|ENERGY. We continue along this path and are sure that we will be successful. We always remain in dialogue:

• with our employees.
• with our customers.
• with SAP.

Our SAP Customer COE drives the topics and is always in focus!

Customer satisfaction is high and remains our barometer!

Editorial Note
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 Customer COEs the opportunity to outline examples of certified SAP Customer COEs.

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Your Customer COE team

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