



**“The SAP software speeds up our service and improves agent productivity tremendously. Today we resolve more than 80% of all service requests during the initial call – that is way above industry standard.”**

Rainer Kopf, Head of Information Processing Support,  
EnBW Systeme Infrastruktur Support GmbH

## AT A GLANCE

### Company

- Name: EnBW Energie Baden-Württemberg AG
- Location: Karlsruhe, Germany
- Industry: Utilities
- Products and services: Electricity, gas, and related services
- Revenue: Over €10 billion
- Employees: 17,800
- Web site: [www.enbw.com](http://www.enbw.com)
- Partner: SIRIUS Consulting & Training AG

### Challenges and Opportunities

- Complex interface maintenance
- Inconsistent data
- Difficulties upgrading
- Excessive costs

### Objectives

- Achieve compliance with the best practices of the IT Infrastructure Library (ITIL) for service support processes
- Improve maturity level of IT service management

### SAP® Solution and Services

SAP® Service and Asset Management solution

### Implementation Highlights

- Nonregression confirmed within 3 weeks of go-live
- Service management functionality implemented with existing software, no additional software purchases necessary

### Why SAP

- Native integration with existing SAP software environment
- Best possible cost versus value ratio

### Benefits

- Help-desk response improved dramatically
- 80% of service requests resolved during initial call
- Best-practice IT help desk established
- ITIL-compliant processes mapped to SAP software
- Single point of contact implemented

### Existing Environment

mySAP™ ERP application

### Third-Party Integration

- Database: Oracle
- Hardware: Sun Microsystems
- Operating system: SunOS

## EnBW ENERGIE BADEN-WÜRTTEMBERG

### Automating IT Support Management with ITIL-Compliant SAP® Software

Providing support for 14,000 corporate computer users – including their client systems, monitors, printers, telecommunications equipment, and software – is a big responsibility. This is the assignment of EnBW Systeme Infrastruktur Support GmbH (SIS), support organization for EnBW Energie Baden-Württemberg AG (EnBW), Germany’s third-largest utility company. SIS is charged with ensuring smooth operation of all end user systems, and by extension, all business processes that run on them. Maximizing user productivity and customer satisfaction while keeping support costs in check are key objectives of SIS.

### Powering Up for ITIL

In recent years, many enterprises have adopted the IT Infrastructure Library (ITIL), a framework of best practices developed to support the delivery of high-quality, cost-effective IT services. Rainer Kopf, head of the Information Processing Support unit of SIS, explains why: “If we want to manage our IT support services in a truly effective way, we must standardize our processes and apply ITIL.”

In preparing to comply with the ITIL best-practice recommendations, Kopf discovered that the existing software tools would require substantial customization to support the initiative. Furthermore, their integration with the existing SAP® enterprise resource planning software was patchy. Data could be synchronized only once a week: data inconsistency between the back-office and help-desk applications was the rule, not the exception. Kopf began combing the market for an application that would

interface tightly with the SAP software while providing full ITIL support. In addition, an experienced IT consultant firm with expertise in both the ITIL recommendations and SAP software was needed to implement the solution.

### Hidden Potential

One day, Kopf read a magazine article describing how SIRIUS Consulting & Training AG, a special expertise partner for IT service providers, had used SAP software as a cost-effective ITIL tool in a situation similar to EnBW's circumstance. Kopf invited SIRIUS Consulting for a presentation and found their approach very convincing. "We wanted to introduce a standard solution, and that is precisely what SIRIUS Consulting offered – a comprehensive, ITIL-conformant help-desk application based on existing SAP customer service software."

SIRIUS Consulting customized the plant maintenance functions in EnBW's existing mySAP™ ERP application to align the incident and problem management tools with the SAP reporting functionality. A fully integrated help-desk solution was thus created. "There was practically no programming necessary," says project lead Patrick Weck of SIRIUS Consulting. "The standard processes of the SAP software matched ITIL almost perfectly. So, instead of having to shuttle data between multiple vendor tools, we were able to map the entire range of help-desk processes to existing SAP functionality."

The SAP-based, centralized help-desk application was SIS's first step toward becoming a fully ITIL-compliant service organization. Following a smooth implementation, SIS was able to reestablish its prior performance level in less than three weeks. "Considering the 140,000 service inquiries – or tickets – we handle per year, this was a fabulous achievement," says Kopf.

### Integrated Ticketing with SAP

Unlike the legacy software, the SAP solution provides a single data source across all functions and ensures full integration and documentation of all processes. SIS's call center agents use a single user interface to capture, track, and resolve all service requests. "From their 'ticket screen' our agents can take all steps necessary to identify and correct an issue, accessing peripheral tools with a simple mouse click," describes Kopf. "The SAP software speeds

up our service and improves agent productivity tremendously. Today we resolve more than 80% of all service requests during the initial call – that is way above industry standard." Complex issues the agents cannot resolve alone are subject to rule-based escalation to tap the knowledge of over 50 different expert groups. The software logs all steps of the resolution process and delivers up-to-the-minute information on any open request so any agent can take over a case from a colleague, ensuring 'single point of contact' consistency.

### Best Practice at One-Third the Cost

Kopf is not someone to content himself with assumptions. To verify that his new help-desk solution had reached his ambitious performance goals, he had it tested against benchmarks by external service providers. "All tests confirmed that our IT support is not

**"All tests confirmed that our IT support is not only right on target with all performance indicators – it is best practice, and that is largely attributable to the integrated, fast tool from SAP."**

Rainer Kopf, Head of Information Processing Support,  
EnBW Systeme Infrastruktur Support GmbH

only right on target with all performance indicators – it is best practice, and that is largely attributable to the integrated, fast tool from SAP. Without adding any personnel, we have substantially improved our service quality. And instead of purchasing expensive new software, we used what we had – the project cost us only one-third of what we had estimated originally. Our business leadership has been very impressed by this achievement."

Kopf still sees potential for further performance improvements and will continue to fine-tune his application. Meanwhile, the successful synthesis of SAP software and ITIL best practices has inspired his colleagues in charge of EnBW's data center and enterprise network. They are now planning to implement IT change and configuration management solutions on a similar basis in the near future. "The great advantage of running a comprehensive SAP software environment," explains Weck, "lies in its synergies, offering countless possibilities to address specific business needs."