GISA

INNOVATING WITH SAP NETWEAVER® AND SERVICE-ORIENTED ARCHITECTURE

QUICK FACTS

Industry
Professional services – IT service providers

Revenue
€73 million

Employees
430

Headquarters
Halle (Saale), Germany

Web Site
www.gisa.de

SAP® Solutions and Services
SAP® enhancement package for the SAP ERP application; SAP NetWeaver® Composition Environment offering, including the SAP NetWeaver Business Process Management and SAP NetWeaver Business Rules Management components

Implementation Partner
SAP Consulting

GISA GmbH is the leading IT service provider in central Germany. To address the needs of its clients in the deregulated utilities industry, GISA used the SAP NetWeaver® technology platform and service-oriented architecture to develop a solution that provides end-to-end support for the electricity connection process.

Key Challenges

- Introduce cutting-edge technology to enhance IT services
- Develop powerful solutions to help utility companies operate in the deregulated energy market
- Integrate various market participants flexibly into the supply chain
- Improve ability to develop new business applications and innovative processes

Why SAP Was Selected

- Sophisticated service-oriented architecture (SOA); a robust technology platform
- Ability to compose new business applications by leveraging standard enterprise services
- GISA's long-term, successful partnership with SAP
- Simplified collaboration between developers and process owners, due to model-based development
- Versatile and reusable services-based business applications

Implementation Best Practices

- Implemented services- and rules-based business processes
- Used a combination of IT in-house services and SAP services
- Modeled, developed, and implemented solution based on proven SAP® methodologies
- Tested solution for utility companies first as a pilot project in-house
- Used the SAP Discovery system to gain firsthand experience in SOA

Low Total Cost of Ownership

- Rapidly installed components from the SAP NetWeaver® technology platform
- Recouped development costs within 3 years (solution for electric connection process)
- Reduced integration costs through use of standard enterprise services (20% to 30% projected reduction)

Financial and Strategic Benefits

- Strengthened company's position as an innovative service provider
- Enabled GISA to efficiently accommodate a growing customer base
- Streamlined order processing and lowered costs (in-house pilot project)
- Enabled greater process transparency, improving auditability

Operational Benefits

- Improved efficiencies via highly integrated Web-based end-to-end services
- Improved customer satisfaction, due to GISA's ability to deliver solutions that accelerate the service connection process for utility companies' customers
- Improved customer retention, due to GISA's ability to modify services-based business processes at customer sites 33% faster
- Accelerated development of applications (model-based development 2x faster than traditional development)

GISA®

SAP®

"Service-oriented architecture makes our IT more versatile and innovative, which helps us integrate market participants flexibly into our supply chain. It's just what companies are looking for in today's deregulated energy market."

Hans-Ludwig Reinecke, SAP Manager, GISA GmbH

www.sap.com/contactsap

GISA GmbH, the leading IT service provider in central Germany, offers a full range of services, from process consulting to outsourcing. Although it primarily serves utility companies, GISA also has a wealth of customers in the telecommunications, media, and real estate industries.

"As an IT service provider, we always have to remain a step ahead of our customers," says Hans-Ludwig Reinecke, IT manager at GISA. This is why the company was quick to incorporate service-oriented architecture (SOA) into its own IT strategy. It also took advantage of the SAP Discovery system, which allows companies to experiment with SOA.

Faster Order Processing

Using the SAP NetWeaver® technology platform – the technical foundation for SOA – GISA first implemented a Web services–based billing process for in-house use. The end-to-end process works as follows: the SAP® ERP application identifies contractual services as orders and routes them to GISA's portal where a customer can review the order and request changes if necessary. Once the order has been approved, the system automatically generates an invoice and notifies the recipient by e-mail.

After an eight-week implementation, GISA began profiting from faster order processing and lower costs. "With our first SOA project, we laid the cornerstone for developing versatile, innovative solutions for our customers," says Michael Krüger, CEO of GISA.

Support for Customers in Deregulated Markets

Today, adaptable solutions are in high demand for utility companies, which operate in a fluctuating, deregulated market. To meet its customers' needs, GISA most recently introduced a services-based solution, taking advantage of SOA, to mitigate the often drawn-out, complicated electric connection process. The solution integrates various business partners along the supply chain (power plants, grid operators, sales companies, and so on) and supports the complex connection process: customer inquiry; quotation, order creation, and construction work; and billing, operation, and controlling.

Working with SAP Consulting, GISA used the SAP enhancement package for the SAP ERP application and SAP for Utilities solutions to design and implement the quotation, order creation, and construction-related processes. To enable end-to-end process support for customer inquiries and billing, operation, and controlling, the team leveraged SAP standard enterprise services.

It used the SAP NetWeaver Composition Environment offering – including the SAP NetWeaver Business Process Management and SAP NetWeaver Business Rules Management components – to integrate the services-based connection process and to support the design, execution, modification, and optimization of business rules. This result: tightly integrated operational sequences and technical operations.

Straightforward Development

Via rule- and services-based functionality, the new composite application supports the entire electric connection process – from customer inquiry, during which the system automatically determines whether a standard or custom connection is required, to job completion.

By utilizing a model-based development process, the IT team was able to minimize development efforts and ensure the technology met the needs of all process owners. Going forward, the flexible technology will also enable GISA's IT department to respond to new business requirements and quickly implement changes for customers.

Future Plans

Since the successful completion of its project, GISA has continued to take advantage of SOA and the versatile SAP NetWeaver. Future plans include integrating data from geographic information systems to expedite the connection process for utilities. GISA also intends to extend its system to cover gas and water utilities.

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