# Korea Hydro & Nuclear Power: SAP® Enterprise Support Preventative Services Save Time and Costs

Korea Hydro & Nuclear Power Co. Ltd. (KHNP) produces 40% of Korea's electricity. The high safety and performance levels of its nuclear operations helped win the company a contract to operate a nuclear power plant in the United Arab Emirates. SAP® solutions help KHNP **comply with global standards and run efficiently**. SAP Enterprise Support services help improve performance.

# Executive overview

**Company**
Korea Hydro & Nuclear Power Co. Ltd.

**Headquarters**
Seoul, Republic of Korea

**Industry**
Utilities

**Products and Services**
Nuclear and hydroelectric power and renewable energy

**Employees**
8,673 (July, 2011)

**Revenue**
KRW 5,829 billion (2010), about US$5.1 billion

**Web Site**
www.khnp.co.kr/index_en.jsp

**Partner**
SAP® Active Global Support organization

## BUSINESS TRANSFORMATION

**The company's top objectives**:
- Improve efficiency and increase sales of power production
- Reinforce new technology-based IT services and secure their stability
- Implement efficient management of IT resources and save costs

**The resolution:**
- Reduce and optimize data volume by using data volume management (a continuous quality check) from SAP® Enterprise Support services
- Enhance database performance via technical performance optimization
- Rapidly complete an SAP ERP application upgrade using support adviser from SAP

**The key benefits:**
- Saved 19% more space through optimizing data and reducing monthly growth of data volume
- Enhanced database performance by 14% through optimization
- Minimized downtime by upgrading SAP ERP in half the projected time

"Proactive services from SAP Enterprise Support delivered operational efficiency and stability in our IT infrastructure and will help reduce future expenses."

Sang-Hyun Park, General Manager – IT Planning and Administration Teams, Information Technology Office, Korea Hydro & Nuclear Power Co. Ltd.

## TOP BENEFITS ACHIEVED

**19%**
Data space saved thanks to SAP Enterprise Support services

**14%**
Improvement in database performance

**50%**
Reduction against projected time needed for upgrade

CMP17446 (11/12)