PSEG

UTILITY COMPANY REDUCES COST OF OPERATION AND FREES IT RESOURCES WITH SAP® MaxAttention™

When New Jersey utility company Public Services Enterprise Group Inc. (PSEG) needed to improve operational processes and reduce costs, it engaged SAP® MaxAttention™ services. As a result of the services and best practices adopted, PSEG automated many processes and freed up significant IT resources.

"SAP MaxAttention enabled us to improve user productivity and system performance. At the same time, it enabled us to reduce the cost of operating our SAP solutions through the delivery of services and the trusted advice of the technical quality manager."

Stephen Roche, IT Director,
Public Services Enterprise Group Inc. (PSEG)

QUICK FACTS

Company

- Name: Public Services Enterprise Group Inc. (PSEG)
- Location: Newark, New Jersey
- Industry: Utilities
- Products and services: Gas transmission and distribution; electricity generation, transmission, and distribution
- Revenue: US$11.8 billion
- Employees: Approximately 10,000
- Web site: www.pseg.com

Challenges and Opportunities

- Complete the month-end closing within the allocated processing window
- Improve progress and completion of customer relationship management (CRM) projects and enhancements
- Enhance business continuity by simplifying release and management maintenance activities
- Improve visibility into the technical consequences of planned maintenance and enhancement activities
- Address the impact on performance of the database footprint

Objectives

- Implement sustainable solutions to measure SAP® solution performance within call centers
- Clear the backlog of CRM data replication
- Free up IT resources
- Identify database growth patterns and implement best practices to limit and reduce the database footprint
- Implement support packs, operating system patches, and system enhancements to reduce the cost of operation and limit system downtime

SAP Services

SAP MaxAttention™ services

Implementation Highlights

Trained the relevant personnel and helped PSEG's production support staff members shift their focus from tactical support to proactive support

Why SAP

SAP MaxAttention services and the trusted advice of the technical quality manager helped PSEG reduce its total cost of operations

Benefits

- Saved 0.5 FTE a day for the duration of the month-end close week
- Cleared the CRM data backlog 40% more quickly than planned and reduced cost of operation by 0.5 FTE a day
- Implemented an efficient support pack rollout and lowered the cost of operations by 10%
- Freed up IT resources to provide proactive production support
- Significantly reduced the database footprint with effective archiving design and implementation

PSEG
We make things work for you.

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