



E.ON UK

IMPLEMENTATION SHINES WITH THE HELP OF SAP® SOLUTION MANAGER

QUICK FACTS

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Simon Heath, Project Office Manager for SAP Software, E.ON UK plc

Company

- Name: E.ON UK plc
- Location: Coventry, United Kingdom
- Industry: Utilities
- Products and services: Electricity, gas, and home energy
- Revenue: €979 million
- Employees: 7,876
- Web site: www.eon-uk.com
- Implementation partner: SAP® Consulting

Challenges and Opportunities

- Replace legacy systems with the SAP ERP application
- Harmonize and standardize processes for new IT infrastructure
- Help ensure consistency of business process documentation

Objectives

- Support implementation of SAP ERP with the SAP Solution Manager application management solution
- Provide blueprint and visualization of test plans and test scripts
- Stabilize documentation for short-term control of project phases and long-term support and training

SAP Solutions and Services

- SAP Solution Manager
- SAP ERP
- SAP Productivity Pak application by RWD (also known as RWD uPerform)

Implementation Highlights

- Limited consulting service assignments for SAP Solution Manager to between 4 and 6 weeks
- Linked documents created in SAP Productivity Pak with the process steps in SAP Solution Manager

Why SAP

- Standard corporate-wide application for enterprise resource planning
- SAP Solution Manager best solution for documenting implementation of SAP software
- Expertise provided by SAP Consulting for implementation services

Benefits

- Enabled creation and visualization of blueprint within SAP Solution Manager
- Provided centralized repository for all solution information and documentation
- Simplified methods for guiding and checking the documentation processes of third-party users

Existing Environment

Heterogeneous legacy systems

Third-Party Integration

- Database: Oracle
- Hardware: IBM
- Operating system: IBM AIX



The last thing multinational companies want to do is take risks when embarking on large-scale implementations of enterprise resource planning software. They want to rest assured that the business blueprint phase is completed properly, that documentation is widely available for the right teams and departments, and that test plans are well managed. As one of the United Kingdom's largest integrated electricity and gas companies, supplying up to 8 million customers, E.ON UK plc is precisely the sort of organization that knows how much is at stake when it comes to good planning of software projects. That's exactly why they chose the SAP® Solution Manager application management solution to help keep tabs on their implementation of the SAP ERP application.

Moving Forward from Legacy Systems

Up until 2007 the IT landscape at E.ON UK had largely consisted of a mix of legacy systems and some components of SAP software. Part of the pan-European electricity and gas supply group E.ON AG, E.ON UK opted for a single application in the face of increasing consolidation of applications across all subsidiaries. They chose SAP ERP. As Simon Heath, project office manager for SAP software at E.ON UK, explains, "The E.ON strategy is to implement SAP software in all subsidiaries and integrate them. The plan is to standardize the common business process template across the various subsidiaries – to integrate business perfectly."

In the case of E.ON UK, that meant a departure from its landscape of non-SAP applications towards a standardized SAP software landscape based on SAP ERP. As Heath and his team were fully aware, to make the project work, they needed proper tools for planning, executing, and, above all, monitoring the various phases of the implementation. "We knew we had to harmonize and standardize processes for the migration to SAP software, such as, for example, our purchase-to-pay, procure-to-cash, withdraw-to-report, and asset life cycles. To manage standardization of processes, we decided to draw up a clear strategy in governance and change control that would ensure stable documentation for the project. We wanted to know exactly what we had done – from day one. It was therefore always part of our plan to

utilize SAP Solution Manager to support the various phases of the implementation."

Documenting Implementation Processes Consistently

Following a fast-track implementation of SAP Solution Manager, E.ON UK aimed to document implementation of SAP ERP efficiently and, above all, consistently throughout the company. "Basically, we used SAP Solution Manager to provide an official representation of our blueprint," Heath says. "When we look in SAP Solution Manager, we can see the processes being implemented and configured and any development going on." With the implementation of SAP ERP having begun in January 2007, go-live of the initial functionalities took place at the beginning of 2008. SAP Solution Manager was used to blueprint, test, and implement SAP ERP within the tight time frame of 12 months.

During that time, the implementation team at E.ON UK worked with SAP Consulting to structure the processes they needed to configure in SAP ERP. They did so by utilizing a special development unique to this implementation: they linked all of the documentation created in the SAP Productivity Pak application by RWD (also known as RWD uPerform) with the processes and process steps utilized in SAP Solution Manager. This form of documentation management had the distinct advantage of providing the solid documentation



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foundation the company needed for business process definitions, configuration notes, function specifications, technical specifications, conceptual design documents, strategic documents, and change requests that had been implemented. It also gave Heath and his team deeper insight by making available core documentation of test plans and test scripts that were used during the project.

Controlling Access and Changes

Consistent documentation of processes gave E.ON UK a greater degree of confidence in the implementation project. SAP Solution Manager also helped the company maintain better controls over all of the activities going on during implementation – those of the in-house teams and those being performed by third-party consultants. With the approach adopted for the main implementation phases of SAP ERP, E.ON UK was fully aware of the risks involved in using resources with different documentation approaches.

What SAP Solution Manager allowed the company to do was provide a single reference point to track and store documentation. As Heath explains, “We had strict regulations that all third-party consultants that we had on board had to go through SAP Solution Manager. Invariably there is the risk that consultants will provide their own form of documentation and not adhere to a company’s standards. But we found that with SAP Solution Manager, it was easy to give our third-party consultants guidance and

to visualize where the documentation should be put. Just as it was easy for us to check that they had completed the documentation consistent with the format we had defined.”

Maintaining a Single Repository for Support and Training

The benefits of standardizing documentation definitely made the implementation phase of SAP ERP in 2007 a lot simpler. However, Heath and his team also knew that maintaining documentation in SAP Solution Manager would bring long-term benefits for support teams at E.ON UK and anyone working on future projects. “Our support organization can now link into the documentation in SAP Solution

phase, E.ON UK was able to consolidate documentation for various support teams – for example, business support and change management – through the single repository provided by SAP Solution Manager. “The benefit is that we can now maintain links between the different teams – as opposed to having different repositories for different teams or content owners. It’s a single solution for the company,” Heath explains.

In addition, by enforcing documentation management straight from the start, the company has a perfect basis for managing training materials. By linking documents in SAP Productivity Pak with the process steps in SAP Solution Manager, E.ON UK extended the capabilities of

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Manager, rather than having to search in multiple applications. The single repository for all documentation gives E.ON UK the possibility and chance to maintain links between all of the various teams that deal with support. The big advantage is that it enables us to secure information and helps us support knowledge transfer.” Moving from the implementation project to the support

the single documentation repository to provide a comprehensive tool for user performance support. The documentation the company culled during the implementation phase is now used to empower employees to exchange knowledge, improve user productivity, and enhance the value of the SAP application. “SAP Solution Manager now gives us a single interface to capture and store

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solution documentation consistently, including linking SAP Productivity Pak training materials and business process procedures,” Heath says.

Enabling Service-Level Agreements and Best Practices

As the main product now used throughout E.ON UK for implementation and support, SAP Solution Manager will continue to be maintained and referenced for operations running on SAP software. As Heath says, this brings a further benefit in terms of customer-facing operations: “The consistency of documentation we now have helps us deliver service-level agreements to our customers in the United Kingdom. SAP Solution Manager has helped us greatly reduce the risk of us not being able to deliver the level of solution we want, by making the operational acceptance for the support teams a lot easier.”

It’s no wonder, then, that what initially seemed common sense for a company embarking on an implementation project for SAP ERP has now sparked the imagination of the group. There are even rumors of adopting the documentation approach E.ON UK used as a best practice for the rest of the E.ON AG corporate landscape. As Heath says, “It’s not that documentation isn’t possible without SAP Solution Manager, but it’s a lot easier with it. The big advantage,” he continues, “is that we can relate documentation to processes in the actual application. And with the experiences and best practices we can now share, integration and consolidation across the group with a single implementation of SAP Solution Manager could be a future consideration. To be able to adopt common standards and templates from the start definitely proved to be a learning experience for colleagues from other subsidiaries.”

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