Alliander: Applying SAP® BusinessObjects™ Information Steward and SAP BusinessObjects Data Services

Alliander N.V. designs and realizes complex energy infrastructures for its broad customer base in the Netherlands. It also manages gas and electricity networks serving about 2 million customers. To keep its business processes running smoothly, it knew **effective data quality control** that business users controlled, not IT, had to be introduced. With SAP® BusinessObjects™ Information Steward software, it got the data quality control it was looking for.

Data quality control achieved

While cutting IT costs 60%

Objectives
- Improve data quality by analyzing and monitoring structured data
- Enable reliable reporting to management about data quality
- Enable business users to take control of data quality through data ownership and data stewardship

Why SAP
- Best software by price and functionality in field of evaluated competitors
- Breadth of functionality and openness of software
- Support that allows data owners to bring data quality to the next level

Why partner
- Extensive development of wide-ranging metrics, allowing Genpact Netherlands to perform comparative analysis between companies focused on specific operations, such as accounts receivable, claims processing, or financial processing
- Requisite skills to advise clients on where they must change to improve their processes based on the Lean Six Sigma managerial concept

Benefits
- Control of data quality and data quality measurements through introduction of SAP® BusinessObjects™ Information Steward software and SAP BusinessObjects Data Services software
- Reduction in costs of 60% by reducing IT involvement in the programming and data design cycles in the SAP NetWeaver® Business Warehouse component
- Extended support for data governance

Future plans
- Introduce software-supported data governance
- Gain better visibility of who is changing the data

"We introduced a managed environment for data controlled by the business users. Because IT is no longer necessary, data quality control is now faster, cheaper, and transparent."

Rene Haasdijk, BI Manager, Alliander N.V.

Company
Alliander N.V.

Headquarters
Arnhem, the Netherlands

Industry
Utilities

Products and Services
Private energy grids and installations

Employees
6,000

Web Site
www.alliander.com

Partner
Genpact Netherlands
www.genpact.com/netherlands/default.aspx

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