



AEM Milan

Application Management

The AEM Group, leader in Italy in the management of public utility services, operates in the sectors of electricity, gas, heat, telecommunications and other services, including street and artistic lighting in the city of Milan. AEM Milan is one of the largest Italian utilities that manages services relating to the supply of electricity and natural gas to Milan, for about two million customers. Thanks to its deep experience, Siemens IT Solutions and Services, through its legal entity e-utile, is able to supply complete support to the customer in order to update the applications in service so as to be compliant with the new authority rules and to be always ready to face the new challenges of the market.

The project

In a market where information technology plays an ever more complex and dynamic role, utilities are forced to invest constantly in the applications portfolio, in order to maintain the high levels of quality and service

necessary for daily operations and useful for anticipating future requirements. The management of the IT environment therefore assumes a role of fundamental importance. Moreover, having the skills and tools to allow complete control and effective and efficient management of the elements of the infrastructure, is very important if carried out with internal resources.

In particular the need to

- optimize the use of internal resources,
- reduce infrastructure management costs (hardware / software),
- ensure efficiency and efficacy in the services supplied,
- increase the flexibility of the tools available,
- arrange prompt reporting on the activities conducted and on the results obtained and to
- concentrate company efforts on the "core business"

brings the utilities to consider the opportunity to give up the management of one or more applications to "dedicated" external companies.



Numerous utilities, such as AEM Milan, have therefore identified "Application Management" as the winning strategic solution. To deal with these requirements, AEM Milan has chosen to collaborate with e-utile for a global Application Management solution to ensure maximum added value.

The challenge

The Application Management adopted by AEM Milan, in collaboration with e-utile, has allowed to achieve a high level of performance both in terms of efficiency and in terms of operational efficacy. In this specific case, the services used make it possible to:

- Increase the quality and performance's level of the service
- Provide prompt and accurate reporting on the activities
- Benefit from a constant upgrade of technological infrastructure
- Benefit from a corrective and evolutionary maintenance service
- Concentrate attention on the "core business"
- Modulate its requirements by acting on the Service Level Agreements (SLA)
- Rationalize the management costs
- Determine the cost entries with greater certainty

Benefits for AEM Milan

- Availability of skills and experience dedicated to application management (partnership with e-utile)
- Costs reduction relating to the management of the infrastructure (from fixed costs to variable costs)
- Increasing in service levels
- Improvement of market image thanks to the quality of the services provided for the customers
- Optimization of application solutions
- Constant development of functions
- Monitoring of service levels and of enhancements done

The solution

The main area involved in Application Management service developed by e-utile is based on mySAP ERP solution. The AEM group has established its own systems on the use of the various modules for accounting and operational management. The modules used are: Finance, Controlling, Material Management, Plant Maintenance, Sales Distribution, Human Resources, Asset Account, Warehouse Management modules, etc. Moreover from December 2005 also the Billing & CRM system, developed on SAP for utilities (IS-U) suite, has been involved in the Application Management service. For all these areas, a help desk service has been activated, both at level one and at application level. The Service structure uses a shared platform for trouble ticketing in order to monitor the work in progress of any request and produce final end of month reports. This information allows AEM Milan to:

- Optimize the service
- Give the correct references to check compliance with the Service Level Agreements
- Identify areas of attention
- Allocate the costs for the service among the group's companies in proportion to use

The e-utile structure provided for application management also has the task of keeping the system up-to-date both with regard to technological developments and with regard to application developments. The latter may derive from updates to the regulations or from new functions required by AEM (evolutionary maintenance). Service quality is guaranteed by different teams responsible for managing the different application platforms.

Our services

The services performed by Siemens IT Solutions and Services / e-utile can be summarized as follows:

- Complete management both of the mySAP ERP and of mySAP Utilities
- Help desk service (both at level one and application level)
- Trouble ticketing service

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