



BEWAG

Implementation of the industry solution SAP IS-U

BEWAG is one of the leading utilities in Austria. It was however faced with a new challenge when the domestic electricity market was liberalized in 2001. The management therefore opted for a strategic solution in cooperation with Siemens IT Solutions and Services. Having implemented SAP R/3 and the industry-specific solution SAP IS-U, BEWAG is now equipped to meet the increasing demands of the market and customers.

The challenge

SAP IS-U/CCS is primarily used at BEWAG itself, but it will also be introduced in the associate companies of Burgenländisches Kabelfernsehen GmbH and Pinkafelder Elektrizitätswerke GmbH in the future. By using standardized software the company is pursuing the following strategic goals:

- Increasing competitiveness
- Safeguarding the company's existence

- Improving customer loyalty and orientation
- Exploiting the advantages of standard software
- Developing SAP expertise

To see this project through successfully and efficiently, BEWAG looked for a competent provider. It found Siemens, who was then responsible for complete SAP software implementation, system and hardware advice and the necessary project management.

SAP R/3, SAP BW for R/3 Classic (live since August 2001) and IS-U (live since January 2001) have been implemented to achieve the following operative goals:

- Access to all information from every workstation
- Reduction of support costs
- Replacement of all old systems (except GIS)
- Inclusion of as many business processes as possible in SAP R/3 Standard (incl. IS-U/CCS)

"BEWAG has been supported by Siemens IT Solutions and Services to achieve readiness for the requirements of the liberalized energy market. So we can concentrate on caring for our core business."

**Hans Ludwig Karner,
BEWAG**



- In-house developments only if absolutely necessary
- Use of a uniform graphical user interface (a web-based interface is envisaged)
- Improvement of the front end

Benefits for BEWAG

- Option of displaying the unbundling in separate accounting systems in SAP IS-U
- Consistent data maintenance
- CRM and EDM components
- Service solutions for other companies in Burgenland

Benefits for BEWAG customers

- Fast answers to enquiries
- Internet self-service scenarios possible for customers and anyone interested in meter reading and account information

The solution

BEWAG awarded Siemens IT Solutions and Services the contract for complete SAP software implementation (total volume around 1.85 Mio. Euro, system and hardware advice, and the necessary project management. It includes:

- Introduction of SAP R/3 Classic (FI, FI AA, CO, MM, SD, PM, PS, HR), which was completed in April 2000
- SAP BW for R/3 Classic, live since August 2001
- Implementation of SAP IS-U and SAP TR, which was completed in January 2001
- Together with BEWAG, Siemens was aiming for as fast implementation of IS-U/EDM as possible and was completed at the end of March 2002. Communication with the clearing house, the area responsible for the balance group and other market operators is currently being carried out with smart.ware, a product supplied by the Siemens subsidiary smart.technologies.

Our services

- General contractors for complete SAP software implementation, system and hardware advice and the necessary project management
- Advice and customizing
- Solution implementation
- User training

Technical basis

- Database: Oracle 8.0
- Hardware: UNIX (RS/6000 hardware and AIX software)
- Software: SAP R/3 4.6C and SAP IS-U 4.63

The system is divided up between two locations. Thanks to the back-up computer center, even if there is a complete failure, operation can be resumed within 24 hours at the latest.



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