

SAP Mobility Fight Against the Dark Data

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Simplify

Innovate

Transform

Dark Value



Beautify



Business is at an inflection point



Dramatically Changing Workforce

75%

of the global workforce
will be **Millennials** by 2030

Brookings Institute

Rising Customer Expectations

5 billion

people worldwide
will become **middle class**
by 2025

Brookings Institute

Data Explosion

89%

believe Big Data will
revolutionize business like
the Internet in the 1990s

Accenture 2014

Entering into a new era of unprecedented change across a multitude of dimensions

These changes unveil new areas of opportunity

For companies to innovate and grow



71%

business leaders believe that **customer experience** is the next battleground

Harvard Business Review

3x

higher operating margin than the businesses with poor **employee engagement**

Tower Watson Report, Gallup

60%

increase in operating margin in retail companies using Big Data as a **new resource**

McKinsey Insights

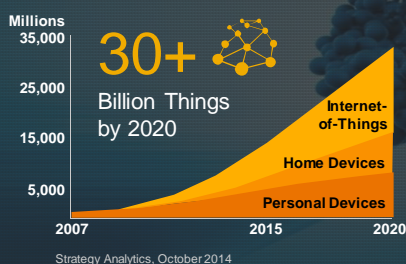
50%

higher sales and margins when **effectively running** a networked enterprise

McKinsey Quarterly

Innovate the future together

Big data brings new business opportunities, innovation, transformation and growth



44 trillion gigabytes (44ZB)

of data will be generated in 2020... data creation is more than doubling every two years

<http://www.emc.com/leadership/digital-universe/2014/view/executive-summary.htm>

60%

increase in operating margin in retail companies using Big Data as a **new resource**

http://www.mckinsey.com/insights/business_technology/big_data_the_next_frontier_for_innovation



More than 60% of CEOs expect **15%–50% of their earnings growth** in the next **5 years** to come from technology-enabled business innovations.

McKinsey study, 2013

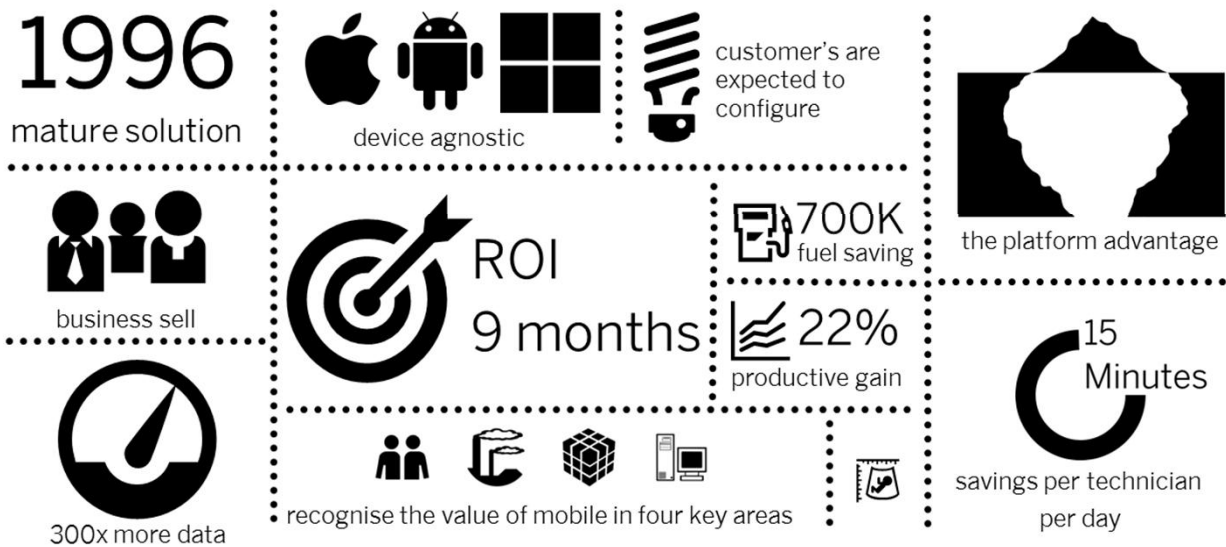
Our vision



Enabling our customers to deliver
contextual, consistent, and relevant
experiences regardless of channel or
device throughout the entire customer
journey



Value Proposition



Dong Energy: Improving Maintenance of Offshore Wind Turbines with SAP® Work Manager



Company
Dong Energy A/S

Headquarters
Skærbæk, Denmark

Industry
Utilities

Products and Services
Electricity generation and distribution; oil and natural gas exploration and production

Employees
7,000

Revenue
DKr 54.6 billion (€7.3 billion)

Web Site
www.dongenergy.com

Partner
SAP® Consulting



Objectives

- Improve effectiveness and efficiency of wind service technicians
- Eliminate paper-driven processes for better data and process quality

Why SAP

- Allowed a customized mobile maintenance solution based on the standard SAP Work Manager mobile app that was in line with the company's strategy for enterprise mobility
- Offered a fit-gap analysis of the mobile app within the existing system landscape, helping to accelerate deployment
- Encouraged participation from the business users in the implementation process

Benefits

- Successful implementation in five months through collaboration between business users and the SAP Consulting organization
- Better data quality, helping technicians provide more effective and efficient service
- Mobile support of harmonized maintenance processes for offshore wind turbines, allowing technicians to send and receive data, even in rough weather conditions

"When the technicians have the technical possibilities, we'll see that work becomes more efficient in the long run. The biggest advantage of using iPads on site is that we can register errors and service tasks precisely and correctly, which again means that we can follow up on the maintenance of the wind turbines quicker and in a better manner."

Tom Høgh Kristensen, Senior SAP Specialist, Dong Energy A/S



Harmonized offshore wind turbine maintenance process

5 months

Project implementation and configuration time

30

Turbine maintenance technicians using the app in rough offshore conditions

Energie Steiermark: Improving Mobile Maintenance and Projects with SAP® Solutions



Company or Organization
Energie Steiermark AG

Headquarters or Location
Graz, Austria

Industry
Utilities

Products and Services
Electricity, natural gas, district heat, and residual waste recycling

Employees
1,739

Revenue
€1.37 billion

Web Site
www.e-steiermark.com

Implementation Partner
ENERGY4U GmbH – An Atos Worldgrid Company



The company's top objectives

- Streamline operational processes for grid maintenance and projects
- Eliminate paper-based work order information for technicians
- Facilitate confirmation of work orders and master data changes, while streamlining back office processes

The resolution

- Installed and configured the SAP® Enterprise Asset Management solution and the SAP Multiresource Scheduling application for planning technicians during what was called the "Info Mobil" project
- Deployed the SAP Work Manager mobile app to display work order data and send confirmations
- Implemented a custom back office solution to allow back-office employees to review and release confirmation data sent from mobile devices

The key benefits

- Visual planning boards for better planning and improved visibility of technician work across all units
- Completely paperless work order process with full online and offline capabilities for technicians
- More efficient release confirmation process for work orders and other HR-related data, including overtime hours and travel expenses

"SAP Multiresource Scheduling and the SAP Work Manager mobile app have the smooth integration and flexible configuration capabilities our business needed. We worked with ENERGY4U, an Atos Worldgrid Company, on the implementation, which ensured the project's huge success. We have now gone paperless and our planning processes have improved significantly."

Thomas Balber, Project Manager for Info Mobil, Energie Steiermark AG

80

Technicians using the live solutions in the first pilot phase

7 months

Implementation time for the pilot

358

Technicians to be using the solutions by the end of the final roll out phase



ADVANCED TECHNOLOGY SERVICES
CUSTOMER TESTIMONIAL VIDEO

Thank You

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