



IMPLEMENTATION AND OUTSOURCING OF MYSAP.COM IN RECORD TIME



"The project began in September of 2001 and was already up and running on June 3, 2002. To get a project of this type operational in a period of just nine months was most definitely a real challenge"

Paolo Carossa, Director of IT Systems, Electrone.

Electrone SpA is an Italian joint-venture company that operates in the trading and sale of electrical power to companies eligible to directly access the power supplies market. The company was set up in 2001 and its shareholders include Acea, AEM Milan and AEM Turin.



BUSINESS CHALLENGES

Electrone is a "continuous cycle" IT system. In partnership with Atos Origin and HP, the implementation and outsourcing of mySAP.com for CRM, billing, measurement and credit management was achieved in record time. The strategic decision made at the outset was to outsource the management and systems. This idea proved to be a winning strategy, especially considering what the cost of investments, training and implementation times would have been had everything been performed in-house.

Atos Origin took part in the project from the beginning, demonstrating itself to be the ideal outsourcing candidate from the three that were short listed, while the supply of hardware was assigned to HP. The essential requirements were considered to be maximum commitment and availability of resources for completion of the entire technological infrastructure in accordance with a specific time schedule and binding contractual undertakings. Other priority requirements were security and business continuity.

"Our decision to start with a system supporting all core business activity was made at the start of 2001," recalls Riccardo Angelini, Electrone's General Director. "In a series of meetings, we established SAP's compatibility with our many requirements. To put it briefly, what was required was effective coverage of the whole customer-related process, including purchasing, billing and credit management. This was felt to be particularly essential in a market subject to many variables-one in which the energy trading market would shortly be launched. From May to June of 2001, the project was assessed by the board of directors, who gave the go-ahead for the operation to be coordinated by myself and the Director of IT systems Paolo Carossa as Project Manager."

"Our partners had to very quickly solve problems as they arose," notes Carossa. "Even the machine idle times for testing were similar to those applied to the running machines. As in the case of a project involving our core business, we could not afford delays of any kind."

"As things have turned out, we have to say that we are satisfied. When the service started in June, we had already been through three billing cycles for all customers plus a billing adjustment cycle, and the budget and all deadlines have been met successfully."

Paolo Carossa,
Director of IT Systems,
Electrone

SOLUTIONS

The SAP system, operating on the infrastructure managed by Atos Origin with the support of HP, was developed on Intel-based Proliant systems and includes a CRM module that effectively manages customer relations and offers the individual customer the contract best suited to his needs.

The next implemented step has been the management of the Industry Solution Utilities (ISU) system, which enables customized invoicing and management of consumption data by means of a specific module and in accordance with the customer's particular contract. The electrical power consumption data are read automatically and loaded daily into the SAP system. The BW module ensures the working of transversal business intelligence functions across the whole system.

Outside the main system, there is also a risk management module (KW3000 made by the British company KW International), which has an important role to play in a sector in which the risk of fluctuations is very high. "In the complex and interrelated scenario we are working in, due in part to the launch of the energy trading market, consumption and prices may even vary from one hour to another," adds Angelini.

"The system's Internet interface is therefore a matter of strategic importance because it enables customers to transmit their consumption in advance."

BENEFITS

This project has provided, among other benefits, a highly scalable solution and access to specialistic resources, optimizing their use and ensuring their continuity and flexibility in handling peaks both during the design phase and with increases in the number of customers managed.

In addition, Electrone has used services based on defined SLA, such as time control and responsibility sharing by partners/suppliers. From the economic point of view, Electrone can now effectively control its costs, obtaining a saving of up to 20%.

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About Atos Origin

Atos Origin is an international information technology (IT) services company. Its business is turning client vision into results through the application of consulting, systems integration and managed operations. The company's annual revenues are more than EUR 5 billion and it employs 45,000 people in 50 countries. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games and its clients include ABN AMRO, Akzo Nobel, Alstom, BNP Paribas, Ericsson, EDF, Euronext, Fiat, France Telecom, ING, KPN, Phillips, Renault, Royal Bank of Scotland, Saudi Aramco, Schlumberger, Shell, Standard Chartered Bank, Telecom Italia, UK Department for Work and Pensions, Unilever, Vivendi Universal and Vodafone. For more information, please visit the company's web site at <http://www.atosorigin.com> Atos Origin is quoted on the Paris Euronext Premier Marché and trades as Atos Origin, Atos Consulting, AtosEuronext and Atos Worldline.