



Tackling climate change with green energy

BW/4HANA

cloud-based data warehouse solution
consolidates SAP systems in Azure

14 M customers'

energy consumption data now analyzed in
real-time

100% data-driven

decisions on innovating greener energy
solutions

Customer

e.kundenservice Netz

Industry

Energy

Platform

Azure Cloud

Services

SAP Services: SAP BW/4 system

landscape implementation

services in Azure and consultancy

For a more sustainable future

The world needs to transition to renewable, greener energy sources and use energy more efficiently to stop climate change. e.kundenservice Netz is fully committed to these goals. It belongs to the E.ON Group which serves 50 million customers and is one of the largest energy networks and energy infrastructure operators in Europe. e.kundenservice Netz uses energy generation and consumption data from E.ON's grid infrastructure to identify efficiency improvements. These help advance grid utilization and deploy greener solutions. But more effective data analysis requires a common data platform.



The challenge

Decentralized data as a challenge

e.kundenservice Netz, now called E.ON Grid Solutions carries out the customer processes for E.ON's distribution network operators, collecting, analyzing, and processing the energy consumption data of 14 million customers every day. But the disparate IT systems meant distributors were using multiple data sources and various data analytics tools, including Azure Advanced Analytics, Tableau, and Celonis. Obtaining a consolidated data view was difficult and only possible to a limited extent. In addition, the rigid and expensive on-premises SAP BW systems offered little room for innovation and prevented cross-system data use.

The solution

A consolidated data solution

In 2017, SoftwareOne successfully supported e.kundenservice Netz in installing the first SAP workloads in Azure. Further joint SAP projects followed. Again, with SoftwareOne as its trusted partner, e.kundenservice Netz began consolidating the distribution network operators' on-premises SAP legacy systems into a multi-tiered system deployment in the cloud.



At e.kundenservice Netz, we take care of all customer processes from domestic power supply to meter change, from balancing to billing. For our distribution network operators, we ensure the smooth running of processes related to energy supply. Working with SoftwareOne and Microsoft to create a single cloud-based SAP platform gives us real-time insights into our data and helps us achieve this goal as well as drive the innovation of sustainable, green energy solutions.

Hani Girgis, Tribe Lead & Chief Product Owner, Solution Data & Analytics,
e.kundenservice Netz GmbH



Specifically, an SAP BW/4 system landscape was implemented in Azure, consisting of BW/4HANA, Web Dispatcher, Cloud Connector, SAC Agent, and DP Agent (SDI). For the high storage and data management requirements, Microsoft's native file storage service Azure NetApp Files was used to take advantage of the following:

- Scalability and performance: SAP HANA database files are automatically scaled up and down dynamically within seconds with no downtime. This scalability helps e.kundenservice Netz to significantly increase productivity and speed deploying new projects.
- Easy NFS sharing in the cloud: The use of Azure NetApp Files Application Volume Group has shortened the deployment time for the SAP HANA landscape and increased overall application performance and stability. The feature also provides optimized sizing, standard naming conventions, and supports both HANA System Replication (HSR) for high availability and Azure NetApp Files Cross Region Replication (CRR) for regional disaster recovery with storage-based replication.
- Effective data protection: NetApp Snapshot technology prevents accidental data loss and corruption and allows e.kundenservice Netz to back up its data significantly faster and instantly recover system copies.
- High availability: Leveraging the Net App DR solution enables e.kundenservice Netz to quickly and efficiently manage the SAP HANA System Replication by moving the data across regions to protect against site failures.

By building a central data platform and linking data sources from SAP and non-SAP systems such as Oracle, e.kundenservice Netz can:

- Access more data than ever before
- Leverage various data analytics tools, including new tools such as SAP Analytics Cloud, SAP Fiori and Microsoft native Azure services
- Perform automated and efficient data analysis in real-time
- Generate and deliver unprecedented data quality to its customers

In addition, SoftwareOne provides a continuous managed service with 24/7 availability of the service desk for SAP system monitoring. Managed services include operating system and database monitoring, patches, and required updates such as database or operating system maintenance. The service also provides an annual disaster recovery test.

The outcome



The excellent collaboration between all parties and professional competencies of the SoftwareOne team has ensured the success of this project. The ongoing managed service of the SAP environment by SoftwareOne frees us to focus on innovating new solutions to drive a greener tomorrow.



Ewald Terhardt, Product Owner
& Architect, Solution Data &
Analytics, e.kundenservice Netz
GmbH

More data, better insights

- **Reduced costs:** Instead of operating multiple, standalone data centers with costly hardware support, the centrally managed cloud platform has significantly reduced operating expenses for all IT teams.
- **Better innovation, faster time to market:** With instant access to data, faster decisions can be made about new products, services and pricing changes to the market. Cloud scalability and agility help speed execution of new projects.
- **Better customer experience:** The introduction of digital products based on improved data analysis means customers can self-serve, accessing the services they need when they need them.
- **Reduced risk:** The centralized data platform and automated cloud-based processes for data generation, analysis, and control, have increased data quality and reduced the risk of errors. Cloud-based backups and scalable storage ensure that systems and data are always available, preventing outages due to insufficient storage.
- **Greater sustainability:** Using a single cloud-based data warehouse solution instead of multiple on-premises data centers is more CO2-efficient. It can be scaled up and down as needed, consuming only the exact computing power required.

CONTACT US TODAY

Find out more at

www.softwareone.com



DE phone: +49 341 2568 2368
email: info.de@softwareone.com

AT phone: +43 1878 100
email: info.at@softwareone.com

CH phone: +41 844 44 55 44
email: info.ch@softwareone.com

Copyright © 2023 by SoftwareOne AG, Riedenmatt 4, CH-6370 Stans. All rights reserved. SoftwareOne is a registered trademark of SoftwareOne AG. All other trademarks are the property of their respective owners. SoftwareOne shall not be liable for any error in this document. Liability for damages directly and indirectly associated with the supply or use of this document is excluded as far as legally permissible. © Imagery by: Adobe Stock and Getty Images.

