CASE: ENERGINET.DK

ENERGINET.DK HAS STATE-OF-THE-ART SAP BUSINESS INTELLIGENCE SOLUTION

Energinet.dk now has Denmark's most sophisticated HR reporting solution based on SAP Business Warehouse and SAP Business Objects. This means that line managers, project managers and the HR function will be able to act on a well-informed and factual basis, among other things in relation to the many projects in the business.

Energinet.dk is an ambitious business, both as a player in the utilities sector and in its IT use. Thus, the business has a total strategy regarding Enterprise Performance Management (EPM). Energinet.dk's SAP HR Business Intelligence solution – Denmark's most sophisticated solution implemented with assistance from Platon – is part of this strategy.

- In order to improve the project as much as possible, Platon made a Proof of Concept for the solution. In the course of a couple of weeks, Platon made a PoC in which we configured SAP and tested the reporting tools from Business Objects. On the basis of the business' own data, we were able to present the results to the HR department, says Kurt Kielstrup Holst, IT and Business Architect at the Energinet department IT Support Processes.

The experience from the PoC process made sense to both the HR department and the IT organization. Later on, Platon won the contract for which Energinet.dk had invited tenders for the implementation of SAP Data

Warehouse and SAP Business Objects for a total HR reporting solution – an advanced solution because Energinet.dk was one of the first businesses in Denmark to use the two technologies after SAP's purchase of Business Objects.

DIALOGUE WITH THE BUSINESS

In its dialogue with the business, in particular Energinet.dk's HR department, Platon mapped the need for information and defined four reporting areas:

- Chart of working hours
- Staff administration
- Employee development
- Time management

Platon developed relevant reports within each area:

- We use consultants when we need peak competencies within a given area. We did that here, because Platon has unique knowledge within both SAP Business Warehouse and Business Objects. In addition, we chose them because of their extensive knowledge of and experience with BI projects.

Kurt Kielstrup Holst, IT and business architect at Energinet.dk's IT Support Processes department

Within the area Chart of working hours, line managers and project managers can thus see all relevant data in Energinet.dk's many projects; within the area Staff administration, the HR department and others can among other things see basic employee data and surveys of employee development interviews; the area Employee development includes surveys of employee qualifications; the area Time management includes reports showing time worked, surveys of overtime, sickness, holidays, etc.

The project has been implemented in close dialogue between Platon and Energinet-dk, which has led to an initial clarification of the need for HR and project manager related information.

- Platon has been present in the business during the development process. This means that they have been able to have a dialogue with the people who will be using the reports, and at the same time the IT organization has had an ongoing dialogue with the Platon consultants and has been able to transfer knowledge both ways, says Kurt Kielstrup Holst.

On the basis of the knowledge provided by Platon about SAP and Business Objects, Energinet.dk's own department for IT support processes was able to implement one of the four areas, thereby obtaining learning in practice.

According to Kurt Kielstrup Holst, the HR department is extremely important to Energinet.dk.

FAKTABOKS

Energinet.dk is an independent public-sector business owned by the Danish state through the Danish Ministry of Climate and Environment and has its own Board of Directors.

Energinet.dk owns the gas distribution network and the power distribution network of 400 kV and is co-owner of power connections to the Nordic countries and Germany. Energinet.dk has about 500 employees, including about 65 employees in the IT organization of the business.

Energinet's SAP based HR reporting solution has given line managers and HR department access to a total reporting package consisting of 15 reports.

The reports provide the line managers with a possibility of quick and easy access to information about the qualifications of the employees, development in quotas, registration of presence/absence and projects, etc.

- Energinet has a very extensive project portfolio. This means that it is important to have an overview of both the individual project and the total projects. And also to be able to follow up on whether the employee hours are spent in the best possible way on the various projects. Now – by means of the 15 reports – the line managers and others are able to make well-informed decisions on a factual basis. And for the individual user, the solution includes a flexibility which will save time and provide quick access to facts as the basis for decisions, says Kurt Kielstrup Holst.

LARGE IN-HOUSE BI COMPETENCE

The very large and professional IT organization – and in particular the department IT Support Processes – has considerable BI competence. Thus, Kurt Kielstrup Holst has 11 years' experience within BI both as an external consultant and the last three years from Energinet.dk. In addition, Kurt has been assistant professor at the University of Southern Denmark where he has lectured in Data Warehouse and data mining and been an instructor in relation to bachelor and master theses.

- We hire consultants when we need peak competencies within a given area. We had that here, because Platon has unique knowledge within both SAP Business Warehouse and Business Objects. In addition, we chose them on the basis of an assessment within four different areas:

- They have formal knowledge of the technologies involved
- They have developed project templates which will provide overview and structure in a complex process
- They have accumulated much knowledge from many previous BI projects
- They have knowledge of our sector, among other things through previous delivery

STATE-OF-THE-ART SOLUTION

- We chose SAP Business Warehouse and SAP Business Objects as the platform for the HR reporting solution, although the integration between the two technologies was not yet complete when we implemented the solution. We are the first business in Denmark to implement a solution based on SAP Business Warehouse and SAP Business Objects. So we experienced a good deal of growing pains!

- In return, we have the optimal solution in the long term, as we have a durable structure which is easy to maintain. We have obtained a strong platform which is truly state-of-the-art, Kurt Kielstrup Holst, IT and business architect of Energinet.dk's department of IT Support Processes concludes.

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