

# Redwood Business Solutions

Making complex processes easy to manage.

## At A Glance

### Industry

- Utilities

### Environment

- SAP CRM and SAP Utilities (IS-U)
- Oracle

### Key Challenges

- More efficient use of the ICT infrastructure and lower personnel costs
- Integration with complex hardware configuration

### The Solution

- SAP Central Process Scheduling by Redwood
- Smooth integration with SAP CRM and SAP IS-U

### Key Benefits

- Better control of ICT environment
- At least 25% more efficient use of existing hardware
- Flexibility to manage change
- User-friendly interface
- Reduced administration overhead



## Essent Saves Time and Money with SAP Central Process Scheduling by Redwood

Every year, the Dutch energy giant Essent sends its customers tens of millions of documents such as advance invoices, regular invoices and reminders. When the company's offices are closed, the ICT infrastructure runs at full speed in order to process these many and various documents. Until recently, however, time was lost regularly, because Essent wasn't able to adjust load on its systems in such a way that it could exploit them to their full potential. That situation is history since the implementation of SAP Central Process Scheduling by Redwood, not only that, the company now needs less manpower to run critical business reports.



### Largest Energy Company in the Netherlands

With a €6.4 billion annual turnover, Essent is the largest energy company in the Netherlands. The company is active on all levels of the energy chain, which means that Essent supplies electricity, gas and additional products to private and business customers. Essent aims at strengthening its position in the open Global energy markets, which are internationalizing at a fast pace.

Essent Service and Sales is responsible for energy supply and the related administrative transactions. Essent Service and Sales employs around 2500 people. In the private market alone the company has 2.4 million customers.

### Massive Data Transformation

"There is simply too much to process during office hours," says Pascal van Wijk, Team Manager, Operational Management with Essent. "In the daytime, about 2000 employees are simultaneously online. We need to free up enough capacity for them. At night, at eight o'clock, the offices close,

*"With SAP CPS we can immediately react to incidents, which means we have better control of our ICT environment."*

**Pascal van Wijk**  
Team Manager Operational Management, Essent N.V.



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at which point we use the systems for massive transformation of customer data.”

Overnight, too, Essent wants to make use of its computing resources as efficient as possible. Until recently, these resources could not be used to maximum capacity. Van Wijk says: “We used to work with so-called time-driven processes, with built-in safety margins. It meant we would lose three quarters of an hour on a certain transaction that had taken one hour and fifteen minutes, as we had scheduled two hours for it. Time we could have well used for another transaction. That had to change. An additional wish was simplifying reporting, in order to save on personnel costs.”

## Very Positive Experience

Essent already had a SAP landscape. Among other things, it consisted of SAP Customer Relationship Management (CRM) and SAP Utilities (IS-U), an application that has been specially developed for the utilities industry. The company invited tenders from several suppliers. Van Wijk: “As a matter of fact, we just wanted to expand our SAP environment. Furthermore, we looked at the must-have functionalities. Of course, the price played an important role, too. In the end SAP Central Process Scheduling turned out to be the best solution.”

Van Wijk describes the cooperation with Redwood as ‘excellent’. “First and foremost, Redwood taught ten of our people how to operate SAP Central Process Scheduling. Only after this did we implement the solution. The basic principle was that we did all the work, while Redwood assisted us. Basically, they would demonstrate a feature only once; after, we could do it ourselves, generally speaking. To me, it was a very positive experience, because we gained all the knowledge we needed at the same time.”

## Excellent Aftercare From Redwood

May 2006 saw the kick-off of the project,

but the go-live date of October 1st proved to be unrealistic. “We had seen that coming, more or less,” says Van Wijk. “I have to admit that the planning was rather ambitious and you need to execute a project like this very carefully. We’re talking about fundamental business processes here. You can’t afford to take any risks whatsoever.”

Van Wijk blames the delay primarily on the fact that Essent uses hardware from several parties. “That makes such a comprehensive project even more difficult to carry out. In that respect it is really helpful that Redwood thinks along with us so well. Together we try to figure out the best solutions. We weren’t left to fend for ourselves once the project was over. Redwood addressed the remaining issues well. And we can still call them any moment, in case we are facing an issue we can’t resolve on our own. Excellent aftercare, indeed.”

Essent joins a growing number of SAP customers in the utilities industry who use SAP Central Process Scheduling in order to further automate their fundamental business processes. By doing that, they are using their systems more efficiently and they can deal with the rapid changes in the utilities market in a more flexible way.”

## 25% More Efficiency

On being asked, Van Wijk lists quite a number of advantages. “First of all, we can immediately react to incidents, which means we have better control of our ICT environment. Secondly, we are using our existing hardware more efficiently. What’s more, the solution is very flexible – we can set it up and adjust it any way we want. With SAP Central Process Scheduling we switched from time-driven to event-driven processes, resulting in an estimated 25% more efficient use of our systems. Depending on the starting point of an organisation, even more gain in terms of efficiency is certainly feasible.”

## Lots of Dragging and Dropping

Van Wijk states that SAP Central Process Scheduling is very user-friendly. “There’s a lot of dragging and dropping involved. The user interface is very easy to work with. By using SAP, Essent is also saving on personnel costs, because it is easier than before to do the reporting.”

In the meantime a new release of SAP Central Process Scheduling is available. Van Wijk: “We are going to implement that release next year. Not because it’s necessary, but because we want to. It has new functionalities like optimized load balancing, which will lead to a better distribution of the loads between the different application servers.” Van Wijk and his colleagues did have something to do with the fact that the new release came about. “I feel that our input contributed to the development of the new version,” he says.

