

Redwood Business Solutions

Making complex processes easy to manage.

At A Glance

Industry

- Utilities

IT-Landscape

- SAP ERP ECC 6.0
- SAP FI/CO
- SAP IS U 6.04
- SAP CPS by Redwood
- Oracle-Datenbank v10.2

Main challenges

- SWM needed to unify automation and scheduling control of all background jobs in the SAP ERP—bringing together applications from many different sources and platforms so that mass activity processes can be executed as quickly and systematically as possible.

Solution

- Now SWM processes all background jobs, such as storage, data synchronization and service, in CPS along with key finance activities like billing and dunning.

Benefits

- SWM can now control all of their most critical business processes using a single interface that brings all applications into their SAP framework.
- Single and mass activities are managed together for maximum efficiency and resource coordination.
- Service levels are regularly met or exceeded.
- Processes can now easily be changed, restructured or rescheduled based on changing requirements or triggering events.
- Processes never have to be slowed by artificial delays to enable manual intervention.



Redwood Solutions for Utilities: Stadtwerke München

Stadtwerke München (SWM) is a multi-faceted regional utilities provider and distributor based in Munich, Germany. SWM has provided a safe and ecologically friendly supply of electricity, natural gas, heating and fresh spring water to the Munich metropolitan area for more than 20 years. The corporation also includes a traffic subsidiary, MVG, which is responsible for subway, bus and tram services for the Munich area as well as 18 local leisure pools.



Automation Challenges

SWM decided to unify and optimize its scheduling and automation environment—which includes approximately 50 SAP® systems—under a single, central control. They originally tried to use BMC's Control-M for some of their scheduling needs, but it didn't meet their expectations. Any change in individual jobs scheduled required significant, time-consuming manual intervention. As a result of these limitations, scheduled printing or planned maintenance jobs often took so much time during the day that system performance suffered. Sometimes, because of these delays, SWM had to postpone critical tasks until the following day. If their SAP system ever crashed, operators had to manually find which jobs weren't complete and then manually restart them. Clearly, this was not the best or most efficient way to work.

The Redwood Solution

SWM selected SAP® Central Process Scheduling (CPS) by Redwood as their new solution for batch scheduling and event-driven automation. SWM completely converted to SAP CPS in just nine months with only 500 hours dedicated to the process. SWM easily transferred every background job in all 50 of its SAP parallel development, quality assurance and production systems.

"The migration was so fast that it shortened our project plan considerably. With CPS, each of our departments can now work together without any additional training."

**Christian Duschl, team management
SAP system operations, SWM**



Redwood Business Solutions

Making complex processes easy to manage.

A smooth installation was only the beginning. As an integral part of the SAP portfolio, CPS updates automatically with each SAP service package. SAP CPS is also extremely flexible, platform-agnostic and event-based. This means that SWM can now schedule events based on their own changing rules and requirements. SWM administrators can build complex job chains that include SAP and other software solutions—such as Windows and UNIX systems. SWM never has to create unnecessary, artificial delays just to avoid capacity and processing problems.

Mass Activities Now Under Control

With CPS, SWM now quickly orchestrates mass activities like billing, invoicing, payment control, dunning and printing as well as running reports for water, electricity, gas and community heating use. Since each of these mass activity processes accesses the same IS-U objects, they have to be processed in successive order. With more than 100,000 invoices printed monthly and approximately 17 million pages printed in-house overnight each year, SWM's mass activities demand an enterprise-level solution. Before CPS, administrators had to manually keep track of all of these mass activities. Jobs could only be passed on to the scheduling system after they were manually checked in our out. This process added a considerable amount of time and potential for error to every mass activity run.



With SAP CPS, SWM processes daily jobs in quick succession—automatically. When one task is completed, the next task automatically begins. SWM's IT division now consistently meets or exceeds its service level agreements. All of SWM's mass activity processes take much less time and can be executed as a single, logical job chain. CPS gives SWM all the power, flexibility and control they'll ever need.

“Now—every day—more than 90 percent of our mass accounting jobs run smoothly and automatically without the need for human intervention. We only have to adjust a few parameters for specific jobs.”

**Andrea Schlotzer,
line production control, billing and
meter reading, SWM**



Redwood is a registered trademark and Cronacle and Report2Web are trademarks of Redwood Software. All other products or company names mentioned are used for identification purposes only and may be trademarks of their respective owners.