



GLOBAL ENERGY LEADER ACCELERATES THE PACE OF DIGITAL TRANSFORMATION

A company-wide digital roadmap for heightened digital competency and augmented innovation utilizing ADMnext for SAP Solutions

To set itself on the path to complete IT transformation and reap significant cost savings, a global energy leader with a presence in more than 30 countries was looking for innovative solutions to streamline its core processes and improve application management. The company was also seeking to migrate all SAP applications to S/4HANA and guide the implementation of its digital roadmap to help incubate new initiatives and support projects with digital capabilities. To guarantee success, the company reached out to Cappgemini for support.

Client: An international energy company

Sector: Energy & Utilities

Client Challenge:

The company wanted to cement its place as a digital leader among major energy suppliers by developing and delivering on the promises of its digital roadmap

Solution:

Cappgemini was brought in as a partner to help the company extend its managed services portfolio to service quality and delivery model transformation, in addition to performing a Cloud migration and transition to SAP S/4HANA

Benefits:

- Reduced costs, optimized processes, and augmented innovation
- More effective equipment failure predictions and production optimization
- Reduced human exposure to physically intense activities
- Centralized operations and support centers



A multi-faceted transformation utilizing ADMnext for SAP Solutions

The Capgemini team began by mapping out how ADMnext for SAP Solutions could help streamline the energy provider's future digital roadmap, which included three distinct technologies and value-creation priorities for digital transformation: process digitization, advanced analytics, and robotics. These areas were critical in enabling the company to gear up for its path to the future with improvements in the customer experience, the digitalization of products and services, the emergence of new economic models, and advances in operations.

When it came to the digitalization of products and services, the Capgemini team's digital experts offered several key solutions, which spanned data exploration and visualization, statistical modeling, predictive analytics, data engineering, digital strategy, and digital service design. Additionally, utilizing ADMnext for SAP Solutions tools, the Capgemini team provided support for 525 business processes and 125 collaboration and information management applications, and also oversaw the maintenance of IT platforms. The partners utilized new processes and tools to lower costs by streamlining demand management and reducing the complexity of the application landscape.

The focus was then shifted to service optimization, which entailed beginning the company's move to a green plan, along with service improvements, automation, an Office 365 implementation, and setting up monitoring activities. A DevOps model was also introduced for the entire scope of the work – and especially for SAP applications and agile deliveries for standalone projects.

Ushering in a digitalized era

When the company decided to launch its digital roadmap through its Center of Excellence (CoE), Capgemini was brought in to help incubate new cross-company digital initiatives and support projects with digital capabilities. Within a broad scope of work, the partners utilized Capgemini's Design Office to facilitate data exploration and visualization, data engineering, digital strategy, and digital service design. In addition, the company and Capgemini will expand support for statistical modelling and predictive analytics in the future.

Robotics Process Automation (RPA) was utilized to automate drilling, facilitate the remote operation of installations, and centralize operation and support centers. Capgemini's Supply Chain Portal assisted in streamlining the company's entire supply chain management function. Overall, this partnership resulted in:

- Rationalization and modernization of the entire IT landscape
- Reduced costs, optimized processes, and augmented innovation
- Support for several business areas, including finance, supply chain management, plant operations, data science, and analytics services
- Implementation of a suite of SAP and collaboration technologies, including Office 365
- More informed decision making as well as expanded algorithm utilization and application development to predict equipment failure and optimize production with advanced analytics
- Limitation of human exposure as a part of physically intense activities, utilizing physical robots and sensors to automate drilling, facilitate remote operation of installations, and centralize operation and support centers with robotics and remote controls.

Fueling the future with Capgemini

In 2021, the partners signed a contract extension to ensure Capgemini will continue to support the company's digitization and modernization of business systems, processes, and ways of working, all enabled through a cloud-based operations model. The organizations will leverage Capgemini's global delivery model to continue delivering cost-competitive SAP solutions and guide the company on its digital transformation path to the future.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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