

Business Process Excellence for Utilities

Areas of Expertise

Deregulation in the public utility industries continues to present a variety of new challenges. IDS Scheer's Utilities Consulting Division helps clients address these challenges, in the midst of stringent market demands, the regulatory pressure to reduce costs and new opportunities presented by information technology. In recognition of IDS Scheer's proven method-based approach and successful project deliveries, SAP has granted our company the status of "Special Expertise Partner - Utilities". In addition, IDS Scheer is one of only 12 SAP Global Services Partners.

Configuration of unbundling

IDS Scheer supports you in:

- ▶ Restructuring your organization and company procedures (e.g., implementing business processes for supplying customers with electricity or gas)
- ▶ Adapting your IT systems according to statutory requirements (e.g., creating a two-client infrastructure)
- ▶ Introducing the Intercompany Data Exchange – Xtended (IDEX-GE)

Developing and implementing IT strategies

Splitting up or consolidating organizations presents new challenges in terms of how to configure the information technology. Outdated system infrastructures need to be adapted to the latest structures. New functionalities for portfolio management, sales forecasting or market communication are required. The organization and value-add IT chain also need to be examined. Experienced IT consultants from IDS Scheer can guide you through these organizational changes (e.g., with ITIL model specifications).

Energy data management (EDM)

All public utility companies – whether they are engaged in power distribution or network operation – must design new business processes necessitated by liberalization to function as efficiently as possible. IDS Scheer offers support in the areas of electricity and gas with:

- ▶ Analysis and structuring of new business processes
- ▶ Decision support for the selection and application of IT systems
- ▶ Introduction of the SAP® IS-U EDM
- ▶ Setting up electronic data interchange (EDI)

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Optimization and modification of SAP applications; ERP and SAP® NetWeaver

SAP software architecture is currently undergoing significant change. With ERP 2005, SAP has laid the future path towards SAP NetWeaver. This new technology offers customers many new options. IDS Scheer provides additional tools to help customers align the SAP application with their operational needs.

Network company configuration

The regulation of incentives increases the pressure on network companies. The creation of an integrated organizational structure means a precise analysis of the existing structures and procedures throughout the entire network area. IDS Scheer helps customers explore the following questions:

- ▶ How can overhead costs be reduced?
- ▶ Which cost drivers effect the dimensional structure of the organization?
- ▶ How can identified process cost potentials be implemented in the short- and mid-term?
- ▶ How can flexible insourcing and outsourcing achieve optimum capacity utilization of the units that add value?

Customer Relationship Management (CRM)

CRM systems or Internet portals can bring you closer to customers and boost selling power. IDS Scheer provides support in determining the sensibility of such a system for your organization:

- ▶ Economic viability analyses for use of SAP® CRM
- ▶ Process analysis for configuring the use of CRM
- ▶ Implementation of SAP CRM and integration with IS-U/CCS and SAP® BW
- ▶ CRM portal and system integration

Compliance

Demonstrating that important business processes are carried out properly presents a challenge for utility companies. Not only do the regulatory commissions require proof that processes are handled in a non-discriminatory manner, but banks and other financial institutions are also demanding appropriate proof for risk management purposes. IDS Scheer offers compliance tools and methods, which have been proven in practice.

Business Intelligence and Process Monitoring

The realignment of the value-add chain as part of the unbundling process has been coupled with an increase in the requirements for visibility and the significance of reporting (e.g., for calculating network usage charges). Planning and control systems must be developed further. In addition, measuring and controlling the

efficiency of processes ensures professional and economical collaboration in complex internal and external relationships, resulting from new company structures. IDS Scheer provides support for design and implementation.

Maintenance and Mobile Asset Management

IDS Scheer has optimized IH-Processes for many customers, setting up this part of the company as a successful core service provider (e.g., through the design of a central maintenance planning and control system). With mobile solutions, on-site application is possible. IDS Scheer also offers support for risk-based maintenance.

Developing and optimizing shared service companies

Shared service companies are an option for the professional provision of general services and for developing a foundation for operation in third markets. IDS Scheer provides support in developing shared services companies by:

- ▶ Defining and customizing the services provided
- ▶ Structuring service processes and Service Level Agreements (SLAs)
- ▶ Coordination and calculation of staffing needs for the organization
- ▶ Optimization of the cost for providing services

Optimization of energy procurement and energy trading

There is enormous cost-saving potential in the structured procurement of energy. Many utility providers that adopt this strategy recognize that there are also great economic risks. The economic potential can only be realized with low risk by using clear, controlled processes. Experienced consultants from IDS Scheer provide support in the analysis, assessment, configuration and optimization of the relevant processes.

IDS Scheer Customers

• AggerEnergie • ATEL • BWB • BKW • British Columbia Gas • CEGEDEL • e.dis • EGT Energie • Electrabel • EnBW AG • Energie SaarLorLux • ENNI • Entega • E.ON • EVN • GASAG • IKB • JME • Linz AG • Mainova • MetaCount • N-ERGIE • Norsk Hydro ASA • OÖF • Ontario Hydro • Pfalzwerke • RWE • RheinEnergie • Saar Ferngas • Salzburg AG • Stadtwerke Bochum • Stadtwerke Kiel • Stadtwerke Mainz • Stadtwerke München • Stadtwerke Velbert • Stadtwerke Wolfsburg • Städtische Werke Kassel • Süwag Energie • Statkraft AS • Technische Werke Ludwigshafen • Trianel • Wuppertaler Stadtwerke • TIWAG AG • Wasserversorgung Zürich • Wienstrom • ZSE