Client profile
Stedin, a wholly owned subsidiary of Eneco, supplies gas and electricity to more than two million households, businesses and government organizations in three of the four cities in the Randstad—the Dutch conurbation which includes Amsterdam, Rotterdam, The Hague and Utrecht—and also to the Rotterdam harbor area. The company is responsible for the power supply system in this region of The Netherlands, including planning and maintaining sustainable energy facilities. It also has interests in new energy technologies.

Opportunity
Stedin and its parent company Eneco needed to comply with government regulations that mandated segregation of IT systems between a grid operator and an energy supplier. Stedin recognized this as an opportunity to unbundle its IT systems as a way to optimize business operations, become more agile in responding to market developments and gain an integrated view of the customer.

To achieve its business objectives and optimize and support grid-market processes, Stedin chose to implement SAP’s industry-specific solution for the utilities industry (SAP IS-U). The solution included customer relationship management (CRM), process integration (PI) and business warehouse (BW) modules.

Solution
Stedin selected Accenture as its implementation ally based on Accenture’s market-leading experience in implementing SAP IS-U and its previous work in segregating the IT systems of grid operator and supplier companies. As implementation ally, Accenture was responsible for design, build, migration and test of the complete SAP solution, comprising IS-U, CRM, PI and BW.

With a team that included SAP consultants from its Technology team and utilities industry advisors from its Resources group, Accenture brought in a combination of technical skills and industry knowledge to implement the solution. In addition to market-leading SAP IS-U capabilities, the Accenture team leveraged an array of proprietary tools and assets, including:

“Accenture has demonstrated a high degree of professionalism, in which they continue to seek the right balance between quality and cost. Due to the added value of Accenture, we have been able to fulfill the multidisciplinary transition in a proper way. The consultants of Accenture have made the difference because they brought in valuable experience from previous implementations and combined their broad business experience with specific technical knowledge.”

Mr. Martens, Program Manager Plateau 3, Stedin Netbeheer B.V.
• Accenture Delivery Methods
Estimator for change enablement and effort estimation for the system implementation, including workday and workstream estimates. Accenture Delivery Methods provide the framework to guide global multidisciplinary teams on how best to achieve the client’s business goals.

• Accenture Code Review Tool to check the quality of code.

• Templates from Data Migration Street to aid in the migration process.
  Note: The templates of the Data Migration Street refer to documents with configuration settings. These configuration settings are based on years of experience of previous SAP IS-U implementations (done by Accenture). They can be used for migration and are used as a starting point. They can be customized to specific client needs if required.

• Test scripts and report templates for creating and executing test scenarios.

• SAP Training systems to facilitate client workshops.

The team also used Web services capability to facilitate real-time communication between Stedin and Energie Data Services Nederland (EDSN)—the platform for administrative data exchange between various energy sector players in The Netherlands. Web services streamline business processes using modern infrastructure to simplify otherwise manual processes. Web services are based on open, generally accepted standards. They enable users to combine functions in a single process, even if they are implemented in widely differing software components. Web services are standalone, executable entities that can be published, searched for, and called, across a network (source: www.SAP.com).

In addition, Accenture’s local and global delivery presence helped the client transform its systems landscape in an efficient and cost-effective manner. More than 30 percent of the work was delivered by technical consultants from Accenture’s Delivery Centers for Technology in India who brought in specialized SAP PI knowledge to complement the team in The Netherlands.

**Results**
The SAP implementation has provided Stedin with a fully integrated IT platform that is independent and better organized according to its business needs. Through this solution, Accenture has helped Stedin achieve the following objectives:

• An independent IT landscape has allowed the optimization and rationalization of process chains within the company, resulting in efficiency and productivity improvements.

• With all client data now on a single platform, an integrated view of the customer has enabled the company to be more customer focused, leading to improved customer satisfaction.

• Eliminating redundant systems and data has resulted in improved data quality and reduced application development and maintenance costs.

• Segregating its IT systems from Eneco has enabled Stedin to comply with government regulations.

• The company was also able to build internal IT capabilities as Accenture provided training to its internal resources.

After the successful go-live and realizing the objectives, the project earned the 2014 SAP Quality Awards Silver metal for exceptional business transformation in The Netherlands.

**About Accenture**
Accenture is a global management consulting, technology services and outsourcing company, with more than 305,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is www.accenture.com.