

Utilities and Energy

SUCCESS STORY

SAP Fiori app builds and mobility roadmap delivered in six months

Your sidekick for fast SAP Fiori App builds - Neptune Software takes German utility company, WVV, mobile in just six months.

Company Snapshot

Würzburger Versorgungs- und Verkehrs-GmbH (WVV) has been the city of Würzburg's central infrastructure service provider for over five decades. The WVV indirectly belongs to the citizens of Würzburg. With future-oriented infrastructure measures, the group makes a significant contribution to maintaining and increasing the quality of life in Würzburg.




Industry Focus

Utilities & Energy

Devices

Offline and online apps for every mobile device - "Bring Your Own Device" model

Number of Users

1,500 Users

System Version

SAP ERP (SAP PM, MM, QM, and HCM)

Timeline

6 months until first go-live, Neptune Customer since 2016



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Challenges

- Does it make more sense to "Make or Buy" a solution for the project
- Bring SAP GUI and paper-based processes into the digital age
- Develop software based on their established standard processes



Solutions

- First set of applications was rolled out in less than 6 months
- Work through catalog of requirements and build out processes app by app
- Gradual roll out significantly reduced training time



Benefits

- Ability to integrate SAP Fiori apps into the Neptune Launchpad
- Expanded modernization to other departments outside of maintenance
- "Bring Your Own Device" strategy
- Established a cross-divisional platform for mobile applications

The Success Story

Challenge: Upgrading and innovating in tandem

Modernizing the SAP environment can be complicated and costly. Whether it's SAP S/4HANA conversion or a move from paper to digital, SAP leads are faced with difficult decisions on which providers and technology to trust.

When German utility company WVW GmbH decided to connect business and IT to deliver a mobility roadmap, it needed an SAP-centric sidekick that could help it modernize.

WVW wanted to bring SAP GUI and paper-based PM processes into the digital age, enabling maintenance staff to work on mobile devices and eradicating the need for duplicate entries. Cost savings, convenience for users, optimized field working and improved data were among the desired outcomes.

WVW chose three potential providers from a field of fifteen. Two of the providers had ready-made mobile solutions. But Neptune Software stood out as a viable alternative with its development platform. It was the sidekick WVW needed for the journey ahead.

Not only did they have to choose between vendor A or B, but also decide if it made more sense to "Make or Buy". Combine this with a strategic direction for the mobilization of SAP processes and this decision turned into one that would have a direct impact on the IT roadmap for years to come.

Neptune was chosen after it became apparent that even highly-rated standard solutions would require high adaptation efforts.

Dr. A. Schliemann, a management consultant who was part of the selection process, said: "If you considered the characteristics of each SAP backend module and then applied the specific requirements from the users, very little of the actual "product standard" remained. This results in high license costs that could not be justified. **We did not want to subject our processes to the software which had expanded over the years but instead develop the software based on our established standard processes.**"

"The idea of a configurable and modular set of individual Fiori Apps, which can be called up centrally via a launchpad, fit our requirements perfectly. The fact that Fink IT [Neptune Software Partner] was not only an implementation partner who was familiar with the Neptune Software technology, but also brought along their own plant maintenance solution with various SAP PM apps, was the deciding factor."

Solution: Delivering the first apps within six months

The project was a team effort, shaped through open workshops and close cooperation between end-users from both the business side and IT.

The first apps were delivered just six months after WVW decided to go with the Neptune DX Platform (DXP) from Neptune Software and the FITS/Maintenance Solution. WVW were impressed that DXP allowed continual innovation even during tricky SAP conversion processes.

Daniel Hofmann, who acted as the interface between users and IT during the project, said: "We defined the service notification system as the first sub-process. This had an immediate benefit and could also work on its own. On that basis, feedback was gathered from users and we gained initial experience with offline applications and Fiori UX. As the project progressed, we systematically worked our way through our catalog of requirements, app by app."

Hofmann described the new mobile maintenance process: "The supervisor receives an order and assigns it to the relevant technician. The technician then processes this order and records the checklists, messages, times, pictures, operating equipment data and material withdrawals. After the order has been processed, the technician reports back and the supervisor then checks the order and carries out a technical completion.

"By gradually rolling out the new solution, we were able to significantly reduce the training effort required. With the initial apps, what needed to be done was explained in great detail. Once the users got used to the new UI, we found that a short description was sufficient enough for the rollout of additional enterprise apps. We gained good experience with the intuitive Fiori UX and had to do very little retraining."

Due to the modular approach of individual applications, which depicts sub-processes, the reusability for other user groups was made simple. Hofmann added: "Through the course of the project we discovered that the Neptune Software Fiori Apps fit perfectly in other areas. For example, the app for material withdrawal, which was originally intended primarily for maintenance staff, was rolled out to other groups outside of plant maintenance."



Results: Effectively combining SAP Fiori UX and a hybrid development approach

The project was mainly driven by the business department, but the IT department was always involved and clearly defined the guidelines at the outset.

The support of a complete on-premise architecture was just as important as the avoidance of unnecessary interfaces and redundant data storage in third party systems.

"The choosing of the Neptune DX Platform, which also meant choosing Fiori UX, was a perfect fit with the company's IT strategy. After all, the SAP system, as the backbone and basis for all work processes, was never in question. It is also clear that we did not want to move away from SAP standard on the UI side either. The possibility of being able to integrate SAP Fiori Apps into the Neptune Launchpad in the future gives us the necessary security and maximum conformity with regards to SAP's roadmap," says Dr. Schliemann.

"For us, the SAP PM project was the initial and successful start of implementing our Mobility Roadmap. We had planned to mobilize additional SAP processes from the very beginning. **After receiving positive feedback from our users and having seen the confidence level in using Neptune Software's technology had grown, the first HCM processes were designed.** Today, company-wide, vacation requests and time sheets can be recorded and approved digitally."

The rollout of the HCM apps to the entire workforce provoked a question around end-device strategy. The hybrid development approach offered by the DXP allows for an end-device agnostic use, which made it possible to implement the "Bring your own Device" strategy that WVV wanted.

Conclusion: A SAP-native rapid app development platform

With the introduction of mobile apps for SAP PM and SAP HCM, it was possible to achieve a higher-level project objective – to establish a cross-divisional platform for mobile applications instead of buying a niche solution. **WVV now considers itself prepared for the future.** With Neptune Software's SAP certification for SAP ERP and SAP S/4HANA as well as its flexibility in terms of on-premise and cloud operation, the **DXP provides the most native and robust technological foundation for continued mobilization and optimization of all SAP processes.**

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-Dr. A. Schliemann, Management Consultant in the vendor decision process

About Fink IT Solutions

We make IT smart. Fink IT-Solutions GmbH & Co. KG, is a global IT consulting company with a focus on SAP and OpenText solutions. To meet the needs of its global customers, Fink-IT Solutions has developed mobile maintenance with SAP and fleet management and management of e-mobility – FITS/eMobility Cloud®. Learn more at <https://www.fink-its.de/>

Fink-IT Solutions customers benefit from a wide range of services, including: SAP S/4HANA, OpenText & SAP, Neptune DXP & SAP Fiori, SAP Cloud Platform & Internet of Things & Fleet Management. Fink IT currently has more than 50 permanent employees, is "TOP employer in medium-sized companies in 2018, 2019 and 2020" and carries the kununu awards "top company" and "open company" designation.



About Neptune Software

Neptune Software is a rapid application development platform vendor with more than 600 enterprise customers and over 3 million licensed end users globally that empowers IT departments to deliver tangible business outcomes. Neptune Software offers with its Neptune DXP, a leading low-code, SAP-centric, enterprise app development platform to digitize and optimize business processes and user interfaces – at scale and with ease. Neptune DXP provides a fast and cost-effective way to industrialize the development of custom applications - saving companies time and money on development, integration, and operations. More infos at: www.neptune-software.com

