

# SAP IS-U INTEGRATION FOR THE BILLING SYSTEMS OF ENÌA GROUP UTILITIES

The merger of AGAC, AMPS and TESA with Enìa and Enìa Energia was confirmed in 2005. The migration project from NETA to SAP IS-U lasted 13 months and is the last step targeted to the integration of the relevant billing systems. All the users of Parma and relevant areas were involved in this project that has envisaged the provision of energy, gas and water services for a total number of 500,000 contracts amounting to about the half of Enìa total number of contracts. Moreover, the project has included the roll-out of the SAP IS-U solution currently used in Reggio Emilia and Piacenza and - from scratch - the implementation of SAP IS-U for the provision of energy services.

## SCENARIO

Enìa is the multi-utility resulting from the merger of AGAC, AMPS and TESA carried out in March 2005. These utilities are operating in the public utility sector in the areas of Parma, Piacenza and Reggio.

Configured as a holding company with headquarters in Parma and three Territorial Operating Companies (Società Operative Territoriali (SOT)) strongly embedded in their relevant landscapes, Enìa provides more than one million people with public utility services, i.e. gas, energy, water, waste and district heating.

In particular, the scope of the project included:

- Natural gas: supply and sales to more than 160,000 customers.
- Energy: supply and sales to about 140,000 customers.
- Integrated water cycle: more than 150,000 customers provided with services

## SOLUTION

The initial application roadmap was made up of a single proprietary system for network billing and sales of energy, gas and water supplies in Parma and surrounding area. The AMM system was only used for the mass replacement of old electromechanical meters with new electronic meters. In order to meet Enìa requirements, Power Reply has collaborated with the Enìa ICT Management and has provided its competence throughout the different project scopes described below.

**1. PROJECT MANAGEMENT OFFICE.** Power Reply has contributed to the PMO of the project which resulted in the creation of the WBS and relevant work plan. A quality

abstract in which the different areas relate to the implementation and migration project are highlighted is following. Power Reply has collaborated with the Enià IT Division as for the analysis, implementation, test and inspection phases of the solution and is presently still providing post go-live support.

**2. DESIGN OF THE NEW APPLICATION MAP.** In the post-migration application map, the single SAP IS-U billing system is displayed in a highlighted position compared with the other systems.

Terranova RETI\* is the tool used by the Distribution Division to manage switch, gas allocation and service quality processes (agenda with appointments and service orders for energy, gas and water).

Terranova X-CRM is the system used by Sales Division (Logistic Back-Office) to manage the switch process towards third-party networks.

The sales offers to residential customers are managed by the CDM.NET application which is used both by Sales (Front Office) and by the end customers through a web interface. The sales offers addressed to micro-business/business customers are managed by the MMB.NET application which is used by Marketing & Sales. AMM and GOERLITZ are telemanagement systems for electric devices. The first one is the telemanagement tool for electronic meters, the second one is the telemanagement tool for GME meters (business users) both for network and extra network points. The system is also used to manage the load profiling process.

**3. SAP IS-U IMPLEMENTATION.** Power Reply has participated in the roll-out of the SAP IS-U solution for gas and water services currently used in Reggio Emilia and Piacenza and in the – from scratch - implementation of the solution for the management of energy services related to FRONT OFFICE, DEVICE MANAGEMENT, BILLING & INVOICING, POST-INVOICING & INVOICE PRINTING, WORK AREA.

**4. MIGRATION.** Power Reply has participated in the planning and management of key activities related to data migration such as analysis and mapping of the data model, data cleansing and migration tests (data extraction, check and loading), assessment of the upload machine time through the planning and execution of performance tests. Power Reply has participated in the migration executed in a weekend time frame without interrupting the operations related to sales services.

**5. SYSTEM INTEGRATION.** Power Reply has participated in the analysis, in the design of flows and in the implementation of the interfacing between SAP IS-U and RETI\* systems with the aim of automatically manage the communication between Distribution and Sales with regard to sales processes, service orders and switches. Power Reply has participated in the analysis, in the design of flows and in the interfacing between SAP IS-U and AMM systems with regard to remote acquisition of electronic meter readings.

**6. CHANGE MANAGEMENT.** Power Reply has participated in the training planning of more than 250 end users operating in the following areas: FRONT OFFICE, CONSUMPTION MANAGEMENT, INVOICING, EXTERNAL ACTIVITIES and ELECTRIC SERVICES; moreover it has fully supported the definition and drawing up of contents targeted to classroom training; it then participated in the delivery of training to key users with regard to Front Office and Device Management topics.

**7. SUPPORT FOR GO-LIVE.** Power Reply has collaborated with the Enìa IT Division to support users in the go-live phase.

## THE REPLY VALUE

Providing its competence both in terms of Project Management Office and of the relevant methods, Power Reply has achieved the full integration with the Enìa IT Division who consequently leveraged the SAP IS-U expertise of the Reply's professionals to develop complex custom solutions.

Power Reply was able to effectively help the Enìa IT Division in the development of a solution enabling not only the integration of the various information systems but which also complies with future regulatory and business standards:

- Sales/network communication standards
- Activities to be performed in order to achieve a final separation between sales and distribution systems
- Merger and integration programs with other multi-utilities



Power Reply is the Reply Group company specialized in the Energy & Utilities industry. Power Reply's mission is to support customer businesses in the process of optimizing IT investments by offering innovative solutions and services oriented toward introducing greater efficiency into processes. Power Reply is the ideal partner in terms of value chain management, process consulting, system integration and application management. Power Reply customers profit from the consultants' sound knowledge of the industry and a cooperative partnership. The inclusion in the Reply network of the European-wide IT service providers gives Power Reply access to the knowledge of over 3,000 IT experts. In 2010, the Reply network of companies had a turnover of over 384 million euros in the main offices in Italy, Germany and the United Kingdom.

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