



DONG ENERGY IMPROVES BUSINESS PERFORMANCE WITH ARIS

Challenge

Mergers and acquisitions create IT integration challenges. DONG Energy, created by merging six companies, tasked its IT department with merging the old SAP systems from the six companies into a new corporate SAP system. The first business unit where this was to be done was in Power, a combination of two power companies.

Solution

Thanks to ARIS Business-driven SAP approach, DONG was able to create a new corporate SAP system:

- From the start, ARIS was selected as the master for all business process modeling
- Business processes for new Power unit agreed upon in pre-analysis phase
- 220 workflow processes to be modeled

Benefits

- The project was so successful that it is now being used as a best practice for other BPM projects at DONG:
- Improved business process knowledge throughout the organization
- A consistent and shared view of all business processes
- Early involvement of authorization to match transactions to business roles



DONG Energy, formed in 2006 from the merger of six Danish energy companies, is one of the leading integrated energy groups in Northern Europe. It is the largest power generator in Denmark and supplies energy to customers in Sweden, Germany and the Netherlands. DONG has four main business activities: exploration & production (oil and natural gas), electricity generation, distribution of gas and electricity and energy markets. In 2009, it had revenues of EUR 6.6 billion.

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“ARIS Business Architect for SAP brings it all together, regardless of the IT systems behind the processes.”

Steen Gottfredsen | Head of SAP ERP

Business Challenges

At DONG Energy, six IT organizations with different cultures, habits, applications and processes had to come together and start working as one seamless unit. The first business unit to integrate was Power, a combination of two utility companies. IT had to create a new Enterprise Architecture system for it; including designing and configuring business processes and creating a single system from the SAP instances already available. The new system needed to be reliable, scalable and visible to everyone in the company; and the project should improve communication between business process owners and IT experts.

The SAP Competence Center and Enterprise Applications (a shared service center), whose role was to deliver the tools and methods, and provide the corporate handbook, executed the project. Advento Consulting ApS, a Software AG partner, provided support for ARIS training, coaching for Enterprise BPM and Enterprise Architecture Management.

Solution

ARIS was used for the SAP Solution Manager business process design. In the pre-analysis phase representatives from each company agreed upon the new business processes. “It was good for both companies to sit together and talk about the processes and see them on paper,” says Steen Gottfredsen, Head of SAP ERP, who led the project. Around 100 workshops took place with various teams to define the different processes within each area of responsibility.

The system had to incorporate five levels of overview processes. After drilling down, the team identified 220 workflows for which business processes had to be modeled. ARIS enabled IT to generate reports about which transactions belonged to which role. Gottfredsen says, “It forced the business to map the process steps and synchronize them.”

With the information from workshops and input from business staff, IT created a blueprint that defined each process and its requirements. After the blueprint was approved, the configuration and development of the new system was performed by the Business Intelligence (BI) department. After a year of preparation, the new corporate SAP system went live on January 1, 2008 with no major incidents.

ARIS

Three ARIS products contributed to the project’s success. ARIS Business Architect for SAP was used to model the business processes, integrate and implement SAP solutions based on the defined business processes, and synchronize them with SAP Solution Manager. Gottfredsen says, “ARIS Business Architect for SAP brings it all together, regardless of the IT systems behind the processes.”

The BI department used ARIS BI Modeler for information management, architecture modeling and architectural design. During the blueprint phase, the overall technical architecture of each SAP BI solution was drawn out in ARIS and updated during the subsequent implementation and operation phases. Via ARIS Business Publisher, all business processes are visible to everyone in the company, avoiding redundant effort.

Customer Benefits

Both IT and Power employees have the same picture of the business processes. “We talk the same language,” says Gottfredsen. This has contributed to better business process knowledge throughout the company.

Each business process is described in an ARIS convention handbook and it’s visible on the intranet for everyone. “In addition, the total cost of ownership decreases for configuration and upgrades when analyzing processes from the start and making the blueprint more detailed with ARIS. This

ensures a link to business needs and the business reality,” says Gottfredsen. “By doing homework early on, you get lower costs, a faster platform and higher quality in the long term. Once you’ve done the process analysis in ARIS, you’re ready: process owners can reuse what you’ve already done. Quality automatically goes up.”

The ARIS project at Power has been so successful that IT used best practices to accelerate the process of merging other DONG business units into the new corporate SAP system.

KEY COMPONENTS

- ARIS Business Architect for SAP
- ARIS BI Modeler
- ARIS Business Publisher

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

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