



BUSINESS PROCESS REDESIGN FOR THE IMPLEMENTATION OF A NEW INFORMATION SYSTEM

Challenge

Hrvatska elektroprivreda initiated the activities for the implementation of a unique, flexible and up-to-date information system for the support of special business requirements of HEP Plin d.o.o.

First step in this initiative was to analyze current business activities and design the models of business processes to be supported by the new information system. Technological platform for this project was ARIS.

Solution

A team of ARIS business analysts performed the modeling, documenting, and analysis of existing business processes, as well as the design of improved processes in order to facilitate and simplify the implementation of the new information system.

Benefits

Improvement proposals were made based on the results of the analysis of the existing business processes and the basis for restructuring and implementation of the new system was created.



Hrvatska elektroprivreda (HEP Group) is a national electricity company which has been engaged in electricity production, transmission and distribution for more than one century, and with heat supply and gas distribution for the past few decades. HEP Group is organized in the form of a holding company with a number of subsidiaries. HEP Plin d.o.o. as one of the subsidiaries in the area of Osijek-Baranja, Pozega-Slavonia and Virovitica-Podravina Counties, is supplying 66,486 customers with natural gas in a 2,133 km long pipeline network, and annual delivery of natural gas amounts to 166 million cubic meters.

www.hep.hr/plin

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“Modeling and analysis of business processes prior to selection and implementation of the information system will enable the implemented system to be the real support for operational business in the future, with respect to all our business processes!”

Zvonko Ercegovic | Head of Supply Sector | HEP Plin d.o.o.

Challenge

An efficient information system with assured quality is one of the prerequisites for successful performance of any company. A unique and stable information system is a guarantee for more effective and higher quality performance. A clear structure and business process management through a business process repository make the successful implementation of such a system easier to achieve.

Hrvatska elektroprivreda initiated for HEP Plin d.o.o. a project of modeling business processes aiming at improvement of the processes as well as the successful implementation of a new information system.

Purpose of the project was to document and analyze the existing state of the business processes, and based on the results of the analysis define the to-be concept which would adjust new processes to the information system.

Solution

It is not a rare case that the implementation of an information system is considered to be the fastest and most effective solution for business process improvement. On the other hand, it happens quite often that during the process of selection and implementation of the new system a focus on business processes is being lost. HEP Plin d.o.o. wanted to avoid that risk and achieve that a repository of business processes was designed as a key success factor for the new information system implementation.

The ARIS Platform and methodology enable a holistic approach in design and documentation of actual business processes (as-is) and the analysis aimed at finding and eliminating weak points and designing improved business process models. IDS Scheer Consulting, a Software AG brand, in cooperation with experts from HEP Plin, modeled, documented and analyzed in detail every aspect of the existing business processes, and then suggested improvements in several areas.

In defining the future processes (to-be), special attention was drawn to transparency of business processes and the data entered into the system. Moreover, additional care was taken in defining different database structures and in achieving simple and easy to understand business processes.

Based on the agreed detailed work plan, the project was realized in following phases:

- Project preparation phase
- Repository structuring
- As-is modeling
- As-is analysis
- Definition of to-be concept

Benefits

Efficiency and effectiveness of business processes at HEP Plin d.o.o. were improved by the analysis and optimization of existing processes and setting up the to-be business process repository. The final delivery of the project enabled access to all process information necessary for all users involved in optimized business processes, which contributed to their successful performance. The functional information system and up-to-date business process repository provide the platform for efficient follow-up of the processes and structured reporting to all relevant roles in the company, making it also possible to check the compliance with current regulations, energy policies and other legal requirements.

KEY COMPONENTS:

- **ARIS Business Server**
- **ARIS Business Architect**
- **ARIS Business Publisher**
- **IDS Scheer Consulting**

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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