

Atos Digital Performance Management for SAP

Case Study: Major national utility

Powering the transition of energy and utilities

With SAP S4/HANA and Digital Performance Monitoring

Industry context

Growth in demand and rising customer expectations are driving energy and utility companies to transform their business operations and customer experiences. This requires modernization of core operating systems, their deployment on the most efficient infrastructure, and – crucially – proactive digital performance management.



The challenge

One major national utility was struggling with lack of visibility across its SAP environment. When incidents occurred, they caused severe disruption to business processes:

- The company struggled to create and fulfil work orders which delayed repairs
- Bill creation and customer invoicing were held up, impacting revenue and cash flow
- Root cause analysis was time consuming and software development cycles too long



The solution

The company deployed a real-time digital performance management solution based on Cisco AppDynamics. This delivered AI-enabled end-to-end business process monitoring and anomaly detection. The utility was able to have real-time visibility, managed through a single pane of glass and delivered in a common language.



The benefits

Once AppDynamics was installed, the company's operational and financial performance improved dramatically:

- MTTR decreased by 45%, saving \$17 million in the first year
- The investment delivered a 253% ROI payback in 22 months
- The overall business case benefit of the project totalled \$21.2 million

Typical improvements

By migrating to SAP S/4HANA and engaging in proactive application performance management, energy and utilities companies can expect:

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| 15% | increase in business process throughput |
| 60% | fewer IT incidents |
| 70% | fewer process interruptions |
| 80% | reduction in MTTR |

Start with a proof of value

To find out how much it would be worth to your organization to have optimum performance from your SAP S/4HANA, start with a APM proof of value pilot.

To speak to an Atos SAP Digital Performance Management expert in energy and utilities contact DPM@Atos.net or click [Here](#) to find out more