

# E.ON UK

## Best practice asset management for efficiency

E.ON UK is among the leading power and gas companies in the country. They generate and distribute electricity in the UK. They are a part of E.ON, one of the world's largest investor-owned energy companies, with headquarters in Germany. E.ON Generation operate a portfolio of gas, coal, wind, biomass and combined heat and power stations across the UK.

### THE CHALLENGE

E.ON Generation did not have a common asset management system for its maintenance activities due to various factors, such as acquisitions. Although many plants were using the Maximo system, there were several different versions of the software and different ways of using it. In addition, because the asset management systems were not interconnected, there were no standard reporting modules and no links to other business systems.

They needed a solution that would present an integrated set of data. This would enable them to get an end-to-end view of operations and also make it easy for them to analyse maintenance issues and schedule maintenance. Since their asset management systems had to be upgraded, they decided that introducing a common platform and a streamlined process for the operation at this time would be apt.

### OUR ANSWER

Having evaluated four asset management solutions, E.ON Generation chose SAP ERP software as its new platform. SAP was already being introduced across Europe as E.ON's strategic platform for most back office and front-office processes, which provided both a useful synergy and an existing governance structure. E.ON Generation needed the help of an implementation partner with appropriate experience and resources. After a selection process that focused particularly on finding a partner who would support important elements such as knowledge transfer, they chose CGI.

Working as one team with E.ON Generation, we were charged with implementing a common SAP asset management solution across 24 power plants and 20 wind farms throughout the UK.

Within the combined team, roles were assigned to the individuals best able to carry them out, with CGI providing a dedicated project manager, for example, and consultants with excellent asset management knowledge and experience of applying SAP ERP to real-world business processes and scenarios. We also fielded extra resources as needed.

### CASE STUDY

#### UTILITIES INDUSTRY



*“CGI quickly became a trusted partner by virtue of the people they brought to the project. The combination of their considerable expertise, leadership and flexibility along with our knowledge and experience allowed the team to successfully deliver a best-practice system that was fully compliant, on time and on budget”.*

#### Gary Ulliott

Director of Operations

E.ON Generation

Among our main contributions were a tried and tested project management methodology and risk mitigation techniques, which gave the project a framework of disciplined action and prioritisation.

We did the knowledge transfer in time for the E.ON support team to handle the SAP implementation on the final site independently. Our team worked with the E.ON SAP support centre to provide 'go live' support, and at the end of the roll-out they assisted E.ON in developing a three-year SAP roadmap.

### A SUCCESS STORY

We helped E.ON Generation manage their largest IT project for a four-year period. The result: a new, standardised asset management solution for 2,000 users with minimal disruption to operations.

E.ON Generation now has a single platform and a streamlined process for asset management. And this is transforming their approach to plant maintenance. Previously, the usefulness of data depended on the expertise of key individuals. Now, information is readily available and can much more easily be analysed and used to good effect.

Besides driving the project in an efficient and harmonious way, we also added some innovative ideas. For example, to help manage the phased SAP implementation, we devised a 14-week countdown plan for each plant. This was refined after each roll-out to achieve continuous improvements, and is now available as a repeatable model to use in the future. We also assisted with the business transformation at the heart of the project leading a series of process design workshops. E.ON Generation could therefore reach the consensus that was necessary before moving to a common asset management platform for the first time.

With this platform in place, E.ON Generation is moving forward with plans to reduce operating costs, improve efficiency and bring low carbon plant on stream such as the Humber Array offshore wind farm.

### WHY WORK WITH CGI?

As a leader in SAP services in Europe, we are successfully helping major organisations around the world reach their business goals. We do this by delivering innovative SAP-based IT and business process solutions. We are one of SAP's Global Services partners and combine our market knowledge with a track record of delivering solutions and services.

**The project referenced in this case study was delivered by Logica, which CGI acquired in August 2012.**

For more information, please contact us at:

T: +44 (0) 845 070 7765

E: [info.eu@cgi.com](mailto:info.eu@cgi.com)

[www.cgi-group.co.uk/utilities](http://www.cgi-group.co.uk/utilities)

### About CGI

With over 68,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

Code 3945 0713

### CASE STUDY

#### UTILITIES INDUSTRY



#### KEY BENEFITS

- Common strategic platform for over 40 sites
- On time and on budget
- Better informed decision making due to fleet-wide centralised database
- Best practice asset management processes
- More efficient maintenance in business-critical plants
- More confident outage planning
- Consistent business processes for gas, coal, biomass, wind and CHP plants

*"CGI provided in-depth technical expertise of implementing SAP Enterprise Resource Planning. We were able to call on their personnel and knowledge at different stages in the project. Both companies paid attention to the immediate implementation as well as the need to lay down a solid platform for future business growth."*

Keith Monk

SAP Programme Director

E.ON UK