



Major energy technology company modernizes workflows with ADMnext



Capgemini helps reduce incidents and improve operational efficiency within the company SAP environment

A leading energy technology company is on a mission to redefine what is possible in the world of energy. It designs and manufactures innovative technologies and services by combining the power of engineering, data, and science. The business has a tremendous footprint, servicing customers in more than 100 countries.

While the enterprise wanted to deliver improved outcomes to its partners, it struggled with operational deficiencies in its SAP application environment. These disruptions proved to be challenging to overcome and highlighted an important need for application support from a trusted partner.

The enterprise faced disruption in its daily business activities as a by-product of user mistakes and poor system configuration. This resulted in a high volume of incidents and an aging backlog of tickets. The enterprise also suffered from application errors and inefficiencies due to manual HR processes.

Client: A leading energy technology company

Region: Global

Industry: Energy transition and utilities

Client Challenge:

A leading energy technology company faced disruption and inefficiency in its daily business activities, high ticket volume, and an aging volume of unresolved incidents.

Solution:

Capgemini's ADMnext team provided functional, BASIS, and ITOPS support across several business units to reduce incident and ticket volume.

Benefits:

- Reduced ticket volume and overall frequency of incidents
- Increased efficiency in HR processes
- Improved customer satisfaction

This meant it needed support in boosting workflow efficiency, resolving incidents in a timely manner, minimizing ticket backlog to an acceptable volume, and adhering to SLAs to avoid financial penalty.

Transitioning with ADMnext

In response to these disruptions, the company partnered with Capgemini. Together, they determined that Capgemini's ADMnext support suite was best equipped to mitigate the challenges at hand. This included the following:

- Incident management
- Problem management
- Corrective and preventative maintenance
- Month-end close support
- Level 3 application support, including minor enhancements.

Capgemini's global delivery operations model supported a broad range of SAP software systems, functions that were engrained across the enterprise's global business lines. The team employed ADMnext for SAP Solutions and SAP DevOps to help the business expand its insight into operations and issues, such as the type and volume of open incidents, and reduce how long it took to close them. Rather than simply reducing ticket volume, Capgemini eliminated certain types of tickets by finding their root cause and implementing a permanent solution.

Capgemini also recognized that new users were being added to SAP systems without proper training, leading to a high number of user errors and creating a higher incident flow to DevOps. The team provided Priority 2 and 3 support five days a week, 16 hours per day, as well as offering Priority 1 coverage 24/7 – specifically targeting user incidents and errors. Meanwhile, the same team also provided on-call support for critical incidents.

Capgemini resolved user queries, achieving maximum user satisfaction, and ensured proper knowledge transition to avoid future incident influxes. As of now, Capgemini now resolves a monthly average of more than 1,000 incidents on behalf of the technology company while providing direct HR payroll support for the US and Canada. By implementing a data migration tool, the company went from needing 32 hours to manually upload tax rates to only needing roughly 40 minutes.

Overall, this project delivered the following benefits to the company:

- Reduced ticket volume and overall frequency of incidents
- Increased efficiency in HR processes
- Improved customer satisfaction.

A brighter business future

Capgemini's incident support systems improved IT business value for the company through continuous improvement and have enabled it to optimize its application environment for all users. The enterprise is now operating with increased efficiency, less friction, and elevated performance.

With the success of this transformation, the company is now better positioned to become a disruptive force in the energy sector.

About Capgemini

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