Energy technology **leader overcomes disruption with ADMnext**

Capgemini support reduces incidents and improves efficiency in 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.

Getting support where it counts

The enterprise faced disruption in its daily business activities as a by-product of user mistakes and poor system configuration. This resulted in the creation of 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.

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.

Client: A leading energy technology company

Region: Global

Industry: Energy transition and utilities

Client challenges:

A leading energy technology company faced disruption and inefficiency in its daily business activities, high ticket volume, and an aging volume of incidents without resolution.

Our approach:

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

Business outcomes:

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

Transitioning with ADMnext

Capgemini worked with the client to determine that its ADMnext support suite was best equipped to mitigate the challenges at hand. This included the following:

1. Incident management

2. Problem management

3. Corrective and preventative maintenance

4. Month-end close support

5. Level 3 application support, including minor enhancements.

Capgemini's global delivery operations model supported a broad range of SAP software systems, functions which were engrained across the enterprise's global business lines. The team employed ADMnext for SAP Solutions and SAP DevOps to help the business develop its insight into operations and issues, such as the type and volume of open incidents, and how long it took to close them. Rather than simply reducing the 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. They also provided Priority 1 coverage 24/7 – specifically targeting user incidents and errors.

The team also provided on-call support for critical incidents. Capgemini resolved user queries to maximum satisfaction, and ensured proper knowledge transition to avoid future incident influxes. Capgemini now resolves a monthly average of more than 1,000 incidents.

Capgemini also provides 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.

A brighter business future

Capgemini's incident support systems improved IT business value for the client 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.

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