



Powerful support  
switches on at E.ON



#### Key benefits

- Improved application support
- Reduced support costs
- Greater user satisfaction and productivity
- Reliable support services with high knowledge retention
- Standards-based support centre platform for delivering further services

“Having a centre that can provide fast, knowledgeable solutions as we need them, makes it much easier to concentrate on our own jobs and get things done.”

Christer Lindström,  
IT Application Manager  
Service, E.ON

Technology has helped make E.ON a global force in the power and gas markets. But as the applications that power its business have become increasingly sophisticated, so has the demand from users for more help.

Consequently, E.ON Sweden has built a strong working relationship with Logica to provide the application support they need. With a proven reputation for managing complex application support, Logica was the natural partner to create a dedicated support centre operated by an expert team.

Through the design of best practice systems to help both share and retain knowledge, Logica has introduced innovative support services that have significantly exceeded a number of the key performance targets set. The continuing service improvement has helped consistently reduce support costs and improve user satisfaction.

#### The business challenge

E.ON's ambition is to be the world's leading power and gas supplier. In order to maintain its competitive edge in the challenging markets it operates in, the company is increasingly investing in advanced information technology.

For E.ON in Sweden this led to a major investment in SAP solutions across many of its front and back office functions. Initially, their own IT development staff provided support and dealt with any user queries or training.

However, the complexity of the systems meant that a large number of staff were regularly tied up dealing with user problems. Busy with support issues they weren't able to focus on their core activities, which affected other critical projects under development. Similarly users weren't always able to get the level of support they needed, when they needed, which affected their productivity.

Consequently, in 2003, E.ON decided to outsource application support to a company that could provide a more responsive, efficient service that would also improve business processes.

Logica has nearly 40 years experience in the energy and utilities sector and has delivered several of the world's largest integrated SAP solutions. A trusted partner for E.ON over the course of a 15-year business relationship, Logica has established a solid reputation for excellence in delivering services operation and production management. Consequently, Logica was chosen as the ideal partner to create and develop the new support centre.

“The dedicated support service has significantly exceeded a number of our targets. It’s welcomed by our users, who rate it highly, while reducing our support costs.”

Christer Lindström,  
IT Application Manager  
Service, E.ON

## The solution

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Under the initial five-year-long contract Logica took over support for a number of SAP and third-party applications. These covered critical business processes from customer service to invoicing, debiting, metering and maintenance.

Several of these applications had been heavily customised and the documentation to support them was of variable quality.

For the first year there was a transitional phase, during which Logica using a well-proven methodology to ensure the transition was managed successfully. It included transferring knowledge as well as a systematic hand over of the application and documentation, using an existing shell of best practice processes based on ITIL. The shell was completed with routines, escalation procedures, KPIs and reporting.

In addition, Logica also created a service delivery protocol that set out the best practices and standards to follow, to make it easier to provide the highest level of support for both current and future applications.

As well as sharing knowledge, the new SAP Application Centre works hard to retain knowledge. Its low staff turnover rate comes through team building and training and the entrepreneurial spirit that the team generated in its first year creating a support centre from scratch.

For E.ON’s users the first line of support is 150 super users within the company itself. From these, an average of 1500 issues a month are then referred to the Applications Service Desk (comprising level 2 support) within the support centre. Out of these, some 200 a month will be escalated to be dealt with by the level 3 support team.

All queries referred to the centre have to be answered – and solved – within a given period of time. This is set at five different levels according to the likely impact the problem will have on E.ON’s business processes.

## The result

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Through a series of reviews – covering day-today operations as well as tactical and strategic service reviews – E.ON has been able to regularly monitor the success of the SAP Application Centre. It has consistently exceeded the tough targets it has been set and delivered:

Greater efficiency and reduced costs – through innovative service delivery processes. Over five years, support costs have dropped 28% as the increasingly skilled support team solve problems faster and more efficiently. At the same time the challenges they are faced with are becoming ever more complex over time.

Better customer support – reflected in the regular surveys of customer satisfaction among E.ON’s super users. These regularly exceed the 70% target. With the number of satisfied users growing over the years, the latest series of figures give an average user appreciation of 90%.

Continued service improvement – to ensure that best practice support systems are in place to provide the highest quality support for existing applications as well as those in development.

The success of the support centre has led to the contract being renewed for a further three years – with the potential to extend the service to support other application platforms used within E.ON.



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