



# Electrabel Paves the Way for Simpler and Harmonized Business Processes

**Capgemini implemented a unique SAP platform for all finance and generation entities in Benelux and Germany**

“The project team together with other Electrabel departments have been able to mobilize the needed resources when necessary and have shown an exceptional commitment during the most critical and demanding phases such as Testing, Data Migration,....”

Didier Van Parys,  
IT Program Manager  
Electrabel

## The Situation

GDF SUEZ, one of the leading energy providers in the world, is active across the entire energy value chain, in electricity and natural gas, upstream to downstream. The Group has the ambition to respond to energy needs, fight against climate change and maximize the use of resources.

Due to the opening of the energy market in Europe, important investments and changes in processes, organization and systems were made over the last years in Benelux and Germany.

A review of business processes revealed a clear need to improve the effectiveness and efficiency in order to better integrate core functions, reduce complexity and accelerate harmonization in Benelux and Germany.

At the end of 2006 Capgemini was selected as the system integration partner to design and implement a new unique SAP platform.

## The Solution

STAR aims to be the ‘vehicle for change’ that will support the implementation of the new processes for entities of the division Energy Benelux & Germany. These processes were designed and integrated cross Business unit and cross-country.

From a technological perspective, all current applications were replaced by a unique SAP platform (single instance, single client), using SAP ECC 6.0 as basis.

STAR is covering several main processes including Finance & Controlling, Procurement & Inventory, Maintenance, Business Intelligence and Human Resources and is making use of multiple SAP functional modules including FI, CO, SD, MM, PM, WCM, DMS, PS and HR.

The STAR-One project was the initial step to replace the

“With Capgemini, we decided to respect the ‘open book’ approach that enabled all parties to efficiently monitor the different program delivery aspects. As a result the project was delivered in time and in budget.”

Manu De Jaegere,  
Business Program Manager  
Electrabel



financial and generation applications of the conventional and nuclear power plants and the corporate finance organization in Belgium and Luxembourg.

STAR is designed to be the foundation that will progressively integrate other entities through a pilot implementation in Germany in July 2008, Belux in 2009 and The Netherlands in 2010.

### STAR delivered the targeted benefits

Since the first implementation, STAR delivered the targeted benefits and it continues over time:

- Once the platform was implemented, all business processes were harmonized and simplified throughout Electrabel's different Business units; this facilitates operational efficiency and better corporate governance.
- The use of a unique integrated SAP platform significantly reduces the Total Cost of Ownership (TCO) of the solution.
- The integration of recently/ future acquired companies in the harmonized solution will be easier and quicker thanks to the comprehensive functional coverage of the STAR solution, the template approach and the implemented Business & IT organization based on a central/local governance model.

### How Electrabel and Capgemini Worked Together

Capgemini has been involved in the STAR program from the Business Blueprint phase in 2007 until the go live and the post implementation support until March 2009.

What proved to be key in the collaboration between the three stakeholders: Electrabel Business, Electrabel IT Services and Capgemini is reflected in the four elements of the Capgemini Collaborative Business Experience:

- Targeting Value
- Mitigating Risk
- Optimizing Capabilities
- Aligning the Organization.

In practice, we implemented a joint team between Electrabel Business, Electrabel IT Services and Capgemini at every layer: from the program and project management to the different work streams members.

Pierre Lorquet, Capgemini Account Executive: *"One major reason why we could deliver on time such a sizable and complex project is the flexibility Capgemini and Electrabel could demonstrate to address the scope and planning changes that we encountered"*

Combining a strong local mixed team with Capgemini's Rightshore®

industrialized distributed delivery capabilities in India made the project staffing easier during the peak periods (e.g. build phase) and create a significant cost reduction for Electrabel.

As a final indication, the STAR-One project team size varied from 50 to 200 members, the project represented more than 15.000 man days delivered over 2.5 years, more than 31 million data items were migrated and more than 6.000 users are connected to STAR on a 24h\*7d base since the go live in 2009 and several hundred additional ones are expected to come soon ...



### About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called

Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs 90,000 people worldwide.

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Capgemini Belgium  
Energy, Utilities & Chemicals  
SAP Solutions

**Approved by**  
Didier Van Parys, IT Program Manager, Electrabel  
Manu De Jaegere, Business Program Manager, Electrabel  
Pierre Lorquet, Account Executive, Capgemini

In collaboration with



Electrabel is part of GDF SUEZ, one of the leading energy providers in the world, active across the entire energy value chain, in electricity and natural gas, upstream to downstream. The Group has the ambition to respond to energy needs, fight against climate change and maximize the use of resources.

Electrabel is number one on the Benelux market. In this market, the company produces electricity and sells electricity, natural gas and energy services.

The company offers its six million residential, professional and industrial customers energy solutions with added value and a customized service. To develop energy products and services, Electrabel manages diversified generating facilities of 16 000 MW in the Benelux. They consist of power stations using renewable energy sources, power stations working on fossil fuels and nuclear power stations. The greenhouse gas emissions produced by the generating facilities are among the lowest in Europe. In Belgium, Electrabel is the top green energy producer and supplier.

For more information, please visit: [www.electrabel.com/](http://www.electrabel.com/)