



ewz, Zurich's utility provider, optimizes SAP output device management

Optimal support with mySPAD

To ensure everything runs smoothly, including service and customer orientation, 885 employees of the municipal energy provider are assigned to diverse service tasks.

One of them is Ralph Egli: "ewz generates electricity, transports it across many miles of high-voltage lines and distributes it within the city – all from a single source. We produce about one third of the electricity in our own hydroelectric power plants, a still small portion constitutes solar power, and the remainder is procured through the partnership with third-party hydroelectric and nuclear power plants. Since October 2006, our customers can choose between ecological and conventionally generated power. We offer our private customers four electricity packages: Green power based on hydroelectric or solar power through to conventional power produced in nuclear power plants. Since ewz generates more energy than the regional market requires, we are able to sell the surplus power to power traders. Economy, reliability and environmentally sound practices rank first and foremost. Over the past few years, we expanded our core business by adding the energy services, telecommunications and network services areas."

Central SAP output device management using mySPAD

Together with eight colleagues, Egli is in charge of maintaining ewz's SAP IT system. He installed the new mySPAD from DETEC for all SAP systems and successfully uses it as a central point of management: "I now manage eight SAP® systems from within SAP Business Warehouse for the three system groups: ERP for standard applications, Business Warehouse and the CRM customer management system.

ewz

Electricity is a special kind of energy: It is invisible, silent, odorless and tasteless. It flows from the outlet day after day without fail and fills rooms with music and light.

ewz, Zurich's energy supplier, has been generating and distributing electrical energy since 1892 and at present powers the street lamps, traffic lights and over 300 public clocks in Zurich and parts of the Graubünden canton. All in all, ewz – one of the ten largest Swiss energy suppliers – provides roughly 260,000 customers with electricity.

A total of 1772 output devices are managed centrally. This amounts to an average of 220 printers for each system. One of the main priorities was to reduce the maintenance cost while at the same time improving the quality of the data. Before introducing mySPAD, we had to manage the output devices separately for each SAP system. The system landscape has grown extensively over the past years, and so has the maintenance workload."

MYSPAD – a versatile and flexible application

"From the very beginning, mySPAD proved a highly flexible and multifaceted solution. It allows us to account for the full breadth of the device landscape, the diverging demands placed on the output devices to be configured and the differences in the device properties for each system. We operate a large number of different printers, and the demands of the specialist departments regarding printer configuration also





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Ralph Egli
Sysadmin at ewz



vary greatly. With mySPAD I was able to meet all demands right away,” says Egli, summing up his experience with the new DETEC tool. mySPAD is also very useful when relocating whole office sites or when making major changes to the device landscape since it significantly reduces the associated administrative effort. “Previously, I had to move all devices from one location to another at the same time – for all eight SAP systems separately. Now I can perform the same work from a central location which means only one eighth the effort and correct settings across all systems. This represents a huge benefit,” says Egli.

In addition, mySPAD brings optimal transparency to the system environment: “Whenever I get a printer-related request, one login is all it takes to get the full picture.” And while the passionate ABAP developer might have been bewildered at first by the graphical user interface, he quickly came to appreciate the advantages it offers in terms of transparency and handling.

Importing SAP-Definitions to mySPAD

“When migrating the existing SAP output devices, I had to identify the SAP system with the largest number of definitions. After choosing the migration system, I verified and improved the quality of the existing entries. This done, importing the output devices to mySPAD was a piece of cake. Next, I allocated the imported devices to the SAP target systems – but before exporting, I removed all output devices from the target systems, replacing them with the centrally managed devices. I then repeated the same procedure for all other target systems,” explains Egli.

Conclusion

“The new central management of all output devices using mySPAD is running smoothly. mySPAD optimally facilitates device management. The reaction time and quality of the changes was significantly improved.”

About DETEC GmbH

DETEC, based in Ruesselsheim, is a software house that specializes in software products and services for the layouting, production and distribution of professionally formatted business documents (such as household bills, business invoices, sales orders and goods notes) – printed or in digital form.

DETEC specifically supports the professional “Business Communication” (B2B, B2C), both internal and external, for more than 400 customers, nationally and internationally. The DETEC range of products provides you with the ability to produce, format and integrate documents for multiple, often parallel, output channels (print, archiving, electronic distribution) in your output system. Further, PDF/A conform documents can be produced for archiving, and with the help of qualified partner products, electronic signatures can be created and the process workflow optimized – thus reducing costs for the user.

As of the 1st January 2009, Beta Systems Software AG has acquired all business units of DETEC Decision Technology Software GmbH and DSP DETEC Software Products GmbH. DETEC is now a 100% subsidiary of Beta Systems.

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