

How Can Business Process Improvement for SAP Solutions Make Your Finance Processes as Illuminating as a Lightbulb?

As the third-largest energy group in Poland, more than 2.4 million customers rely on Enea Group every day to help them heat their homes, power their businesses, and keep the lights on. With a mission to build customer confidence, Enea takes its trusted role seriously. The electricity provider has restructured its business units and is undergoing a comprehensive review of its processes to improve operational efficiency across the organization. It has used SAP® solutions for its business processes since 2004.

In 2014, as part of its improvement activities, Enea established a shared service center for financial, IT, HR, and customer service processes, in collaboration with experts from the SAP Digital Business Services organization. In 2015, Enea Centrum, part of Enea Group, implemented the SAP ERP application as a primary system, with extended functionalities for the main companies within the Group. The center of expertise from SAP Digital Business Services delivered business-process improvement services as part of the SAP ActiveEmbedded offering, providing the methodology, the required key figures, and the necessary tools in SAP Solution Manager. Continuous root cause analysis helped to define best practices to identify and drive improvement actions. Meanwhile, dashboards provide detailed progress reporting, leading to higher efficiency and process-quality improvements.





Improving Process Quality in Finance with SAP[®] Business Process Analytics



Enea Group
Poznan, Poland
www.enea.pl

Industry
Utilities

Products and Services
Electricity generation and distribution

Employees
16,100

Revenue
€2.7 billion

SAP[®] Solutions
SAP[®] Business Process Analytics desktop application, SAP ActiveEmbedded services, and SAP Solution Manager

When Enea Group established a financial shared service center (FSSC), the aim was clear: to streamline and enhance the efficiency of financial processes across the enterprise. Drawing on SAP Business Process Analytics, leveraged through business-process improvement services from SAP, Enea was able to identify areas for process enhancement and monitor performance on an ongoing basis to continue to drive efficiency in its finance processes.

Before: Challenges and Opportunities

- Improve the efficiency and automation of finance processes across the organization
- Enable effective operation of the Group's new FSSC
- Standardize processes across companies within Enea Group

Why SAP

- Best-practice methodology for business process improvement as part of the SAP ActiveEmbedded offering
- Management tools provided by SAP Solution Manager for top management and process experts
- Fast root cause analysis of process weaknesses and inefficiencies using SAP Business Process Analytics
- Continuous progress tracking and management reporting using dashboard functionality

After: Value-Driven Results

- Increased efficiency of finance processes across the organization
- Reduction of manual efforts and unwanted manual intervention by business users in processes
- Higher level of automation of financial business processes and a reduced number of exceptions
- Optimization of open-item analysis and a significant reduction of open items in finance
- Improvement in master data quality

“SAP Business Process Analytics helped us follow a structured, best-practice approach to finding processes that had the potential to work better, enabling us to fix them effectively.”

Piotr Boroch, Advisor to the CIO of Enea Group, Enea Centrum

80%

Reduction of effort for providing, preparing, and analyzing key performance indicators

10x

Faster root cause analysis of exceptions in business processes

Reduced

Manual processing effort for open-item clearing in finance and quality assurance of posted finance documents



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