



in collaboration with



Essent Builds Foundation for Workplace of the Future

Capgemini helps users to interact with SAP® business processes and data through Microsoft® Office via Duet™

The Situation

Leading the Dutch energy market, Essent is also among leaders as a cable TV company and broadband internet provider. The interests of customers, shareholders and employees are at the heart of operations. The company sought end-to-end business processes to be supported in a heterogeneous system landscape.

The goals—faster, cheaper, smarter—would be delivered via improved processes, reduced IT costs and easier access. Motivated staff collaborating better to optimize the user experience was the ultimate target. Project VIEW (Virtual Integrated Essent Workplace) was borne.

The Solution

Essent wanted VIEW to be supported on ESA (Enterprise Services Architecture) based on SAP NetWeaver. SAP and Microsoft had announced development of a product called Duet to allow users access to SAP business processes and data via

Microsoft Office. Duet offered a way for Essent to meet its goals on VIEW.

Electing to pioneer Duet, Essent enlisted Capgemini as partner to evaluate and deploy the solution to support HR shared services.

The Result

Effective collaboration between Essent, SAP, Microsoft and Capgemini yielded positive results. Duet has been deployed to support two key HR functions. Users report effective processes for time registration functions despite just partial replacement of an existing ESS-based solution. For budget monitoring, users attest to powerful functionality for ad-hoc reporting and an alerting mechanism. Improved processes and easier access via Duet is seen as a platform for the desktop of the future at Essent.

“Duet enables seamless integration of our Microsoft applications and SAP landscape. Efficient and effective transfer of data ensures transparency in our business processes and data management to make careful use of business critical information.”

Leon Smits
Divisional Information Manager
Essent

How Essent and Capgemini Worked Together

Essent supplies electricity, gas and heat to private and business customers in the Netherlands. It also operates in Germany and Belgium. Activities cover the entire value chain: generating energy (excluding exploration and extraction); all intermediate links; supply to the end consumer.

Apart from energy and related services, Essent provides a range of media services including TV and radio, broadband internet and telephony. The business is organized in 11 business units, six of which face the energy chain. Essent employs about 12,000 people.

Essent enjoyed turnover of €7.41 billion in 2004 making it the Dutch energy market leader. It is also the number two cable TV company and broadband internet provider (1.8 million and 500,000 subscribers respectively).

Essent has a clear view of its future as a pioneer. It steers IT investments to achieve tighter, seamless integration of front- and back-office operations and lay foundations to build a workplace of the future for users. The launch of VIEW was in line with this vision and coincided with SAP and Microsoft announcing joint development of Duet. Essent elected to the initial development of Duet and enlisted Capgemini as its program and system integration partner. Initial program objectives were to:

- Assess how Duet could improve accessibility of business processes
- Evaluate the software
- Investigate added-value for business processes
- Prepare recommendations to SAP for product strategy and roadmap.

Outputs from the initial evaluation helped define the scope of VIEW to support time registration and budget monitoring. This

would allow users integrated access and management of functions in SAP applications via Microsoft Outlook. The evaluation phase quickly transitioned to implementation when the result was integrated into existing applications.

Essent is delighted with early results of Duet. Time registration uses the Outlook calendar with a single entry for working time for each user. Rules-based governance ensures validation against the SAP business processes. Users request leave using the Outlook appointment function. A workflow ensures automatic approval by the corresponding line manager based on the SAP rules engine. For Team management functions, up-to-date details on employees are loaded and HR-related processes started via Outlook.

Budget management functions allow users to set up alerts for critical postings and variances, store report parameters and subscribe. Consolidated reports from Business Warehouse and ABAP can be delivered directly into the users Outlook account.

Essent management report much improved processes between departments with reduced workload and shorter lead-time. Improved IT consolidation, company-wide applications, single support channel and reduced learning costs have led to reduced costs for IT. Users are empowered via self-service functions that offer easy access and consistent role- and rule-based navigation.

The accomplishments help Essent to continue serving interests of its customers, shareholders and employees and retain its market leading position in the Netherlands.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and

collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs approximately 61,000 people worldwide and reported 2005 global revenues of 6,954 million euros.

More information about our services, offices and research is available at www.capgemini.com

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