



PROTECTS BUSINESS PROCESSES



| Business Process Protectors |

| Business Service Management | Active Error Identification | Event Driven Automation |

| Error Handling and Escalation | Intelligent Notification | Process Reporting |

| IT Management | Business and IT Automation | Web Dashboards |

| Mobile APP | Master Slave Controller |

## **Partner Case Study**

Energy and Utilities

[www.amdosoft.com](http://www.amdosoft.com)

## Schleupen AG

### THE OPPORTUNITY

When Schleupen learned about AmdoSoft and how their product b4 can protect important business processes, they saw both: a viable business opportunity as well as an excellent service extension for the support they offer to their customers.

During a simple collaboration including a business process dependency analysis (BPDA), two processes were immediately identified:

**Compliance:** Processing customer switching requests within regulatory time limits

**Stock control:** Purchasing energy on the spot market at the best price and volume

### OVERVIEW

Schleupen AG is a leading technology vendor for energy and utility suppliers across Germany.

Their industry specific ERP solution has been enabling complex business processes crucial to this sector for over 40 years. With 5 offices and 25 technical locations, Schleupen helps the top energy providers plan and execute their business processes.

“Our customers were really very impressed by the test result working with AmdoSoft. During the test phase, the b4 Protectors were able to avoid two significant process breakdowns”

Helmut Grimm  
Team leader



# SCHLEUPEN AG



## Compliance:

Processing customer switching requests within regulatory time limits

### THE CHALLENGE

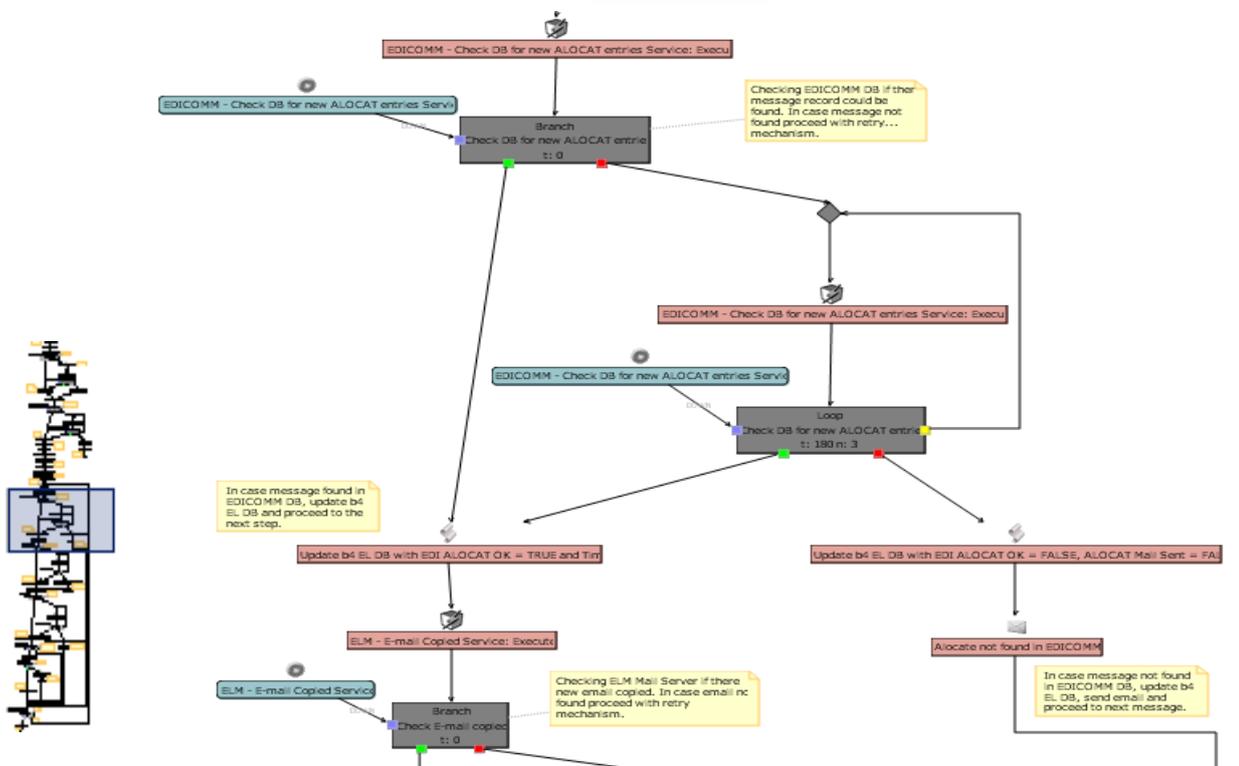
Euro regulations set time limits on the duration of the process from the point when a customer requests a switch from energy supplier A to supplier B. Heavy penalties apply if these targets are missed.

Schleupen, already a pioneer at enabling this business process to be highly effective, found an inherent disconnect that end users experienced between their business process and the IT environment. Minor delays as well as faults were a seemingly unavoidable trend in this process. Schleupen targeted a 100% successful compliance and decided that this process required some form of safeguard.

### THE SOLUTION

AmdoSoft designed the solution and deployed their b4 system to connect and protect this process from a business and IT point of view. The b4 Protector detects the progress of the customer's request at every point across the workflow. The trigger is the initial "switching request" entry into the ERP system received from the consumer. AmdoSoft's b4 Protector identifies a unique serial code within the message upon arrival and sets up an expectancy template that forecasts its progress through the system. The workflow of the request runs through various archiving systems, departments and locations. If a delay occurs and/or expectations are not met, intelligent IT Automation auto-corrects the fault or alerts management via error handling to take action.

After Schleupen tested the solution they were so pleased, that they implemented the protector into their service and sales offering. Below is a screenshot of the Schleupen protector which is based on the b4 Graphical Rules Engine Technology.





## **Stock control:**

Purchasing gas on the spot market at the best price

### **THE CHALLENGE**

Purchasing energy on the spot market follows the same basic principles as all spot markets: buy when the price is right and buy the volume required. Energy suppliers depend on an automated consumption forecasting model when planning capacity management. The model triggers purchase requisitions as required, which must then be translated into buy orders on the spot market. Speed, timing as well as accuracy in volume needed, are essential for successful buying.

Schleupen identified this business process as critical to their customers and needed a b4 Protector to safeguard the purchase cycle. The inherent disconnect between the various systems and the business process again allowed room for errors and delays, thus making this a viable process to protect. The potential consequential loss associated with this particular risk to supply, was a strong reason to commission AmdoSoft to safeguard this process.

### **THE SOLUTION**

AmdoSoft technicians and solution designers sat down with Schleupen's business and technical users to understand the process, dependencies and interfaces along the process chain. They designed and deployed the completed b4 Protector that is triggered when the forecasting system issues a requisition recommendation.

AmdoSoft's b4 Protector tracks the progress of the buying process, auto-corrects where it can or alerts management if any of the strict operating parameters are breached. This protects the pricing/volume model, ensuring that stocks are purchased at the optimum cost and volume.

### **THE BENEFITS**

Schleupen AG has rolled out the two defined b4 Protectors across hundreds of their energy and utility customers. It has been a very successful venture thus far, allowing Schleupen AG to significantly increase their revenue. An equally important benefit to them was the perception of great quality from their customers in terms of their service and the ERP solution in general. AmdoSoft and Schleupen are now working on further processes to protect the performance of important end users business processes.

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#### **About AmdoSoft:**

Established in 1998, AmdoSoft is an IT automation expert with focus on protecting business critical processes organisations value today.

Customers include large service providers as well as end users in the mid to large enterprise

market crossing all types of Industries.

AmdoSoft product "b4" is a mature state of the art technology with wide-ranging business service management (BSM) applications.

AmdoSoft has expert knowledge and extensive know how in

successfully orchestrating, completing and delivering industry and organisation specific solutions.

Partners and customers can expect excellent support and care in all aspects when working with the AmdoSoft team.