

IWB: Using Process Management as a Strategic Tool for Digital Transformation

IWB Industrielle Werke Basel supplies people and companies with energy, water, mobility and telecommunications. In Switzerland, IWB is the first port of call for climate-friendly energy. In this way, the company contributes to a high quality of life and location in the region of Basel and beyond. With the digitalization and planned liberalization of the Swiss energy market, IWB is facing a growing number of challenges, including the need to offer services beyond traditional energy supply.

It became clear that efficient and customer-friendly processes and optimal internal communication and workflows were critical to success. To get there, IWB worked to find out how departments can reduce manual workloads through automation and **make service processes more adaptable**. To meet the objectives of providing management with fact-based insights and to put the best processes and workflows in place, IWB needed cutting-edge process intelligence technology.



Optimizing Processes to Save Time, Lower Costs, and Improve Customer Service with SAP® Signavio® Solutions



Before: Challenges and Opportunities

- Process documentation that was unsuitable for transparent, enterprise-wide communication
- Information that was difficult to find, with no ability to simulate new processes or automate existing ones, leaving optimization potential untapped

Why SAP

- SAP® Signavio® solutions to ease the capture, standardization, sharing, and automation of processes
- SAP Signavio Process Collaboration Hub to help ensure process uniformity and transparency
- SAP Signavio Process Governance solution to help detect process compliance violations and risks
- SAP Signavio Process Intelligence solution to enable transparent process monitoring and daily fine-tuning of process execution

After: Value-Driven Results

- Overview of process management that focuses on operational excellence, not just documentation
- Standardized and transparent process mapping, as well as clear visualization and process sharing across business areas
- Process automation for less manual work, vastly improving process times and reducing costs
- Development of an RPA bot to check implausible meter readings, resulting in a time savings equivalent to two FTE positions per year
- Faster, more transparent process for managing damage claims
- Significantly improved process times and costs, as well as simpler communications between business units for getting energy and water to newly constructed buildings
- Automation of the manual invoice process, including intuitive templates and form fields as well as workflow e-mail notifications

“Process management is essential for successful digital transformation. SAP Signavio solutions have offered powerful support for **the optimization of our processes**. That, ultimately, contributes to the satisfaction of our customers.”

Stefanie Rütten, Senior Business Process Manager, Process and Quality Management, IWB Industrielle Werke Basel

75%

Of business processes published using SAP Signavio solutions

60%

Reduction in processing costs for provisioning

