



DTEK: More Efficiency at Less Cost with SAP® Solution Manager and SAP Enterprise Support

DTEK's energy brings light and warmth to people. It is a dynamically developing company in Ukraine that is pursuing a leadership role in European energy markets. The company's success is based on people, efficiency, and advanced technologies. And, to improve the efficiency of its software system, the company implemented SAP® Solution Manager and took advantage of SAP Enterprise Support services.

Through this combination of software and services, DTEK was able to improve its system performance. It reduced custom-code costs, improved solution documentation, and increased its users' knowledge with the SAP Enterprise Support Academy program. The company has now reduced the time it needs for system testing and can perform better at less cost.



Faster, improved testing at less cost

Company

DTEK Service LLC

Headquarters

Kiev, Ukraine

Industry

Utilities

Products and Services

Electricity distribution market, coal and thermal power, wind energy, gas extraction, and trading operations

Employees

>120,000

Revenue

US\$7.8 billion

Web Site

www.dtek.com/en

Objectives

- Optimize IT processes to reduce support costs for the software landscape
- Analyze IT systems and key business processes to improve system performance, which was hampered by heavy transactions
- Automate notifications and technical monitoring
- Decrease costs for system testing

Why SAP

- Knowledge and skills of the SAP® Enterprise Support advisory team
- World-class functionality in SAP Solution Manager

Resolution

- Use tools in SAP Solution Manager to document processes, automate testing, increase code quality, automate notifications, and decrease the number of system dumps
- Analyze the system on demand and make changes in business processes with a custom code maintainability check and modification justification check for SAP Enterprise Support
- Use continuous quality checks (CQCs) for technical performance optimization to monitor all transactions and increase IT system efficiency
- Use CQCs for the security optimization service to manage users

Benefits

- Decreased time for full system testing from 30 days to 4 hours and for single tests from 3–4 days to 1 day
- Doubled the speed of average response time, increasing user efficiency
- Enabled 24x7 coverage of entire landscape with technical monitoring tools

3x

Reduction in cost for system testing

60x

Less time to complete full system testing

5x

Decrease in the number of auditors' critical notes concerning IT security

45%

Of unused custom code revealed

“Based on experience, I clearly understand the difference between SAP Standard Support and SAP Enterprise Support services. For me, the value we receive from SAP Enterprise Support is greater than the difference in cost. We can train our employees with the help of SAP Enterprise Support Academy, which lets us solve problems of any complexity.”

Vyacheslav Galchenko, Head of SAP Systems Department, DTEK Service LLC

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