

## SAP Customer Success Story Professional Services – Operations, Maintenance, and Asset Management Services



**“With the SAP NetWeaver technology, we have embarked on a journey that is transforming our business, making us more competitive, and helping us to provide significant added value to our customers.”**

Connie Long, Applications Development Manager, Transfield Services

### AT A GLANCE

#### Summary

With over \$A1.5 billion in revenue and 13,000 employees, Transfield Services provides operations, maintenance, and asset management services to major organizations. It improved business processes and customer interaction by deploying SAP NetWeaver® Portal and integrating enterprise resource planning and data warehouse functions using SAP NetWeaver Exchange Infrastructure.

#### Web Site

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

#### Key Challenges

- Improve customers' interactions with the company by providing value-added services
- Enable IT infrastructure to keep pace with the company's rapid growth

#### Project Objectives

- Upgrade to the SAP NetWeaver Portal component and integrate SAP® enterprise solutions
- Make business applications and reports available to internal and external customers over a portal
- Provide a platform that supports future business initiatives

#### Solutions and Services

- SAP NetWeaver components, including SAP NetWeaver Portal, SAP NetWeaver Exchange Infrastructure, SAP NetWeaver Business Intelligence, and SAP NetWeaver Application Server
- mySAP™ Supplier Relationship Management solution

#### Why SAP Solutions and Services

- Easily integrate additional system components due to standard platform and technology
- Exploit existing investment in SAP enterprise solutions

#### Implementation Highlight

Conservative approach: technical upgrade and limited user roll-out rather than big-bang method

#### Key Benefits

- Enhances employee productivity with ease of use, faster response times, and streamlined business processes
- Improves access to more extensive information regarding customer projects for contract administrators and managers due to integration with SAP enterprise software
- Enables a number of value-added services for customers, including access to reports and applications
- Makes possible online procurement from the Transfield Procurement Services marketplace
- Facilitates user access to the procurement process in one place through one system sign-on

#### Implementation Partners

SAP Consulting and SAP Education

#### Existing Environment

SAP R/3® software (functionality now found in the mySAP ERP solution)

#### Database

Oracle

#### Hardware and Operating System

HP servers; Microsoft Windows

## TRANSFIELD SERVICES

### A Portal Upgrade and Integration with SAP NetWeaver® Bolsters Business Processes and Forges Closer Bonds with Customers

Headquartered in Sydney, Australia, Transfield Services operates across a number of industries, including mining and process, hydrocarbons, roads, rail and public transport, water, power, telecommunications, facilities management, and defense, in Australia, New Zealand, Southeast Asia, and the Persian Gulf. The company's 13,000 employees operate behind the scenes managing operations, maintenance, and asset management services for their clients. Revenues are currently in excess of \$A1.5 billion from more than 130 contracts with major national and international organizations across 11 diverse industries and all levels of government.

In 1999, Transfield Services implemented SAP® R/3® software for enterprise resource planning (functionality now found in the mySAP™ ERP solution). This was followed by the data warehouse and reporting functions of the SAP Business Information Warehouse component (now in the SAP NetWeaver® Business Intelligence component) in 2000. Transfield Services was one of the first adopters of the SAP Enterprise Portal (now the SAP NetWeaver Portal component) in 2002, as it recognized the need to deploy Web reporting to its external customers.

The back-end enterprise resource planning (ERP) system made the company more competitive. However, portal and data warehouse functions were not fully integrated with the SAP R/3 software, which required users to access the different systems via separate logins.

### **A More Effective Portal**

An enormous amount of transaction data in the SAP systems was useful to contract managers and customers – if they could easily access it through one standard platform. There was also the need to make some internal applications available to customers without exposing the back-end ERP system.

To meet these challenges, the Business Information Services (BIS) team within Transfield Services decided to tackle the issues in several stages. The first was to upgrade the current portal to the latest version of the SAP NetWeaver Portal component. This stage would provide BIS with the platform to deliver other business initiatives.

As the original SAP portal was being used in a limited fashion, the upgrade to the latest version of SAP NetWeaver Portal went very well. The SAP Consulting organization assisted with the implementation and provided quality assurance checks and sign-off of the development, QA, and production systems at different stages of the upgrade cycle.

This QA process was one of the critical success factors. Based on recommendations and advice from SAP Consulting, the development team was able to fine-tune the various portal components as they progressed through the testing regime. A number of workshops were held on-site with a consultant from the SAP Education organization to provide the skills transfer to the development team and prepare them for the upgrade.

The go-live of the internal portal, named TransNet, took place in August 2005 with approximately 800 users. This was quickly followed with continuous deployment of users throughout Australia and New Zealand. By the end of 2005, a total of 2,400 network users had access to TransNet.

### **Single Point of Access**

With the SAP NetWeaver platform in place, BIS was able to implement other business initiatives, such as an operational management information system (OMIS) in October 2005. OMIS uses a dashboard accessible through the portal to provide financial and work-order information to Transfield Services' operations and financial teams, exposing transactions and reports from SAP software and SAP Business Information Warehouse. This provides a consistent reporting format for all

contracts across the company. Time is saved in two key activities: extracting multiple reports from information residing in the back-end ERP system and data warehouse as well as viewing and analyzing information provided by OMIS.

In November 2005, BIS completed the technical implementation of a procurement function that allows users to access a market site and purchase materials and goods

through the portal. The technology involves accessing the SAP R/3 software, the mySAP Supplier Relationship Management solution, and Transfield Procurement Services marketplace through the portal. The SAP NetWeaver Exchange Infrastructure component is the business-to-business connection used to map, send, and receive electronic files to and from the marketplace. Reporting is provided using standard data warehouse business packages via the portal. This solution provides user access to the procurement process in one place through one system sign-on.

**“The SAP NetWeaver platform and its integration with SAP NetWeaver Business Intelligence and our SAP back-end solutions allow us to move from point-to-point business solutions to those that are integrated and enterprise-based.”**

**Connie Long, Application Development Manager,  
Transfield Services**

### **Next Initiatives**

BIS is now embarking on a business case to extend the portal to external customers with the goal to migrate all external customers to this upgraded version. There is also a plan to migrate Transfield Services' extensive document repositories to the portal to make use of the knowledge and document management functionality. In addition, the portal's collaborative features will now enable Transfield Services to set up project rooms and jointly share information with both internal and external users, enabling them to work together as a team.

“The SAP NetWeaver platform and its integration with SAP NetWeaver Business Intelligence and our SAP back-end solutions allow us to move from point-to-point business solutions to those that are integrated and enterprise-based,” concludes Connie Long, Application Development Manager at Transfield Services. “With the SAP NetWeaver technology, we have embarked on a journey that is transforming our business, making us more competitive, and helping us to provide significant added value to our customers.”

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