

WWZ Innovates Its Cable-Internet Services by **Modernizing Its SAP Data Ecosystem**

Midsize utility company speeds SAP ERP data extraction by 9X to create an innovative service line and deliver an efficient customer self-service portal

Modernization

BUSINESS GOALS

WWZ AG, a Switzerland-based utility services company, wanted to strengthen its market position. To extend its portfolio, WWZ needed to build its own operational support and business support systems (OSS and BSS, respectively). The company wanted to bundle utility services with telecom services for its more than 60,000 telecom subscribers and 72,000 utility service customers.

WWZ needed to build a new self-service portal to quickly provision customer services and automate backend processes to ensure customers can get their desired services at any time, seamlessly.

This new initiative required WWZ's IT team to be able to easily and continuously extract a high volume of data out of the SAP S/4HANA enterprise resource planning (ERP) system to feed various technical third-party planning applications within its ecosystem.

TECHNOLOGY CHALLENGES

Extracting large amounts of data from an SAP system integrated with multiple third-party applications is complex and challenging. WWZ IT had experience using SAP's Process Integration (PI) tool to exchange data between SAP applications. But reliance on this tool for third-party applications would be costly and require the team to rebuild approximately 32 application interfaces around SAP.

Further complicating matters, WWZ was planning its migration from SAP R/3 to S/4HANA.

Extracting data out of SAP R/3 for use with third-party applications would previously have been a resource- and training-intensive approach that would substantially slow the overall project timeline. WWZ needed a modern, low-code, and API-based approach to extract and exchange data to and from SAP and third-party applications.

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Previously, our interfaces with third-party systems took three weeks. **In 80 percent of cases, Boomi aXis for SAP is much faster and interfaces can be built in one day with a day for testing.**

Stefan Willi, Chief Technology Officer, WWZ

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HOW BOOMI HELPED

WWZ found its perfect solution with Boomi aXis for SAP, purpose-built to quickly and easily extract and exchange data from SAP applications across a broader ecosystem.

WWZ's IT team created a replica of the SAP R/3 SQL production database and leveraged Boomi aXis for SAP to accomplish its business goal, connecting its existing systems to the customer self-service portal without impacting the production database.

"Boomi aXis for SAP was the only solution we found that would connect our existing SAP and third-party application data from R/3 directly to the new self-service portal," says WWZ CTO Stefan Willi. "With Boomi aXis we extracted data out of SAP R/3 significantly faster and were able to deploy at triple the speed. Boomi gives us flexibility, and will allow us to use the same integrations when we migrate to S/4HANA."

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Boomi aXis for SAP was the only solution we found that will easily and quickly connect data from SAP and third-party applications to S/4HANA, **which means it will facilitate our upcoming ERP cut-over.**

Stefan Willi, Chief Technology Officer, WWZ

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RESULTS & BUSINESS OUTCOMES

Using Boomi aXis for SAP, extracting data leveraging pre-defined SAP templates is 9X faster than WWZ's previous method. "We have dramatically reduced the time to get data out of SAP and into other third-party applications and vice versa," says Willi. "With Boomi, we can combine data from any source."

Boomi enabled WWZ to create a robust data layer to drive insights and accelerate decision making and business outcomes, such as the launch of its new subscription services for 60,000 cable-internet customers.

When the team saw how efficient it was to use Boomi aXis for SAP and the ease of using the Boomi AtomSphere Platform for the self-service portal, they started to plan other projects with Boomi. "We now have the foundation to build new applications and start innovation projects," Willi says.

CUSTOMER SPOTLIGHT

Market:	Utilities and telecommunications
HQ:	Zug, Switzerland
Revenue:	259.2 million Swiss francs (\$286 million USD) (2019)
Employees:	~500
Partners:	INVIXO Consulting Group
Key integrations:	SAP R/3 on MS SQL Database, SAP HANA (DB), SAP S/4HANA, Antenna Network Design (AND), Enterprise Content Management (ECM) system, QMS Business Support System (Quickline BSS), OneSoft Solutions' Operational Support System (OSS), CableScout (fiber management), Calix Access Network Platform.

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