Ensuring successful SAP refreshes

Qlik Gold Client syncs data across multiple SAP systems

Challenge

Based in Washington State, Puget Sound Energy supplies electrical and natural gas services to approximately four million Americans daily. Most of the business runs on SAP and it is vital to limit outages when implementing SAP changes. To achieve smooth transitions, data must be in the right systems at the right time to prototype, test and implement new SAP implementations.

Solution

Puget Sound Energy has 12 SAP instances and is constantly adding new products. During updates, Qlik Gold Client helps it secure data and refresh systems with harmonized master and transactional data. This has been used to support new billing and CRM technologies and new data privacy standards, for example, more robust data scrambling.

Results

Qlik Gold Client enabled Puget Sound Energy to undertake a number of smaller refresh projects and then progress to a full SAP system refresh while keeping ECC, BW and CRM SAP systems in-sync during the work. It has introduced new billing technologies which enable it to run 70,000 customer bills per night and bill two million customers a month.

Solution Overview

Customer Name
Puget Sound Energy

Industry
Energy and Utilities

Geography
USA

Function
Finance

Business Value Driver
Reimagined Processes

SAP Systems
ECC, BW, CRM

"During refresh, Qlik Gold Client enabled us to ensure that all the SAP data was synchronized across our CRM, ECC and BW systems."

Daniel Snyder, SAP Systems Manager, Puget Sound Energy

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LEAD WITH DATA