



Case History Electrabel SUEZ

The energy of openwork CHARGES a cogeneration plant

Client

The power plant impacted by the project was founded in 1995 with an industrial investment of the Belgian multinational Electrabel Suez that covered the needed 250 million euros to create CCGT (combined cycle gas turbine) a cogeneration plant which combines heat production with electricity one.

Active since 1997, this Electrabel SUEZ plant sells electricity to the national electrical network, also covering the heat need (steam) of important chemical plants in central Italy.



Implementation

All activities concerning the **openwork** project here described were directly managed by a team of the inventors of the **openwork** methodology and technology.

The entire project lasted less than two months involving a very compact group of Electrabel SUEZ people made of power plant IT responsible (managing the project along with openwork team) and the secretary coordinator (who worked on procedures definition).

Objectives

The management of an Electrabel SUEZ power plant pursued a solution that could enable the company to achieve these objectives:

- improve document management efficiency to speed up documents and data retrieval, minimizing the use of paper.
- optimize internal procedures strongly impacted by documents flow, to ensure a timely and accurate control of information crucial for company functioning

To achieve these objectives the **openwork** BPM technology has been chosen.

Solution

The plant IT responsible underlines that for corporate management "it was essential to adopt a flexible tool, able to perfectly match requirements with no limits in scalability over time and to evolve in parallel with business needs."

In fact **openwork's** ability to fully coverage company's needs, its competitive price and flexibility have led Electrabel SUEZ choice.

“
Today nobody
would give up
using
openwork!
”

Simone CONTI
Power plant IT Responsabile
Electrabel SUEZ Group

Results

Started with a limited number of users, as a consequence of plant management real-life positive experience with **openwork**, with a clear perception of benefits and wider potential, the project was extended.

The satisfaction for obtained results was such that the project has then been replicated in Electrabel SUEZ Italia holding company and then in other companies within the group.

openwork has allowed to simplify and speed up the work at all levels and in particular for:

- documents and archives management
- recurring activities calendar management
- integration with employees timesheet application to automatically manage worked days and hours tracking and payroll values
- vacation requests management
- availability requests and authorizations management with timesheet and request acceptance notification
- change shift requests and sickness substitutions management with computation of corresponding eventual compensations

openwork adoption has drastically reduced paper-based processes increasing at the same time company and employees' satisfaction.

Moreover, this project had no impact on previously existing information systems and all of them continue now to be managed by only two people.