



DIGITAL SUCCESS STORY / UTILITIES

Digital process integration of all service providers involved in a construction project.

About the customer

Public utilities company Stadtwerke Kiel supplies the German region of Kiel with electricity, gas, water, and heat. It delivers its products to private households and businesses that require them, guaranteeing customers security and reliability.

Current situation

With all of those involved in the construction process networking online, internal and external participants remain constantly connected via a single digital platform throughout the planning, scheduling, execution and invoicing phases of the construction process.

As a result, traditional and cost-intensive work steps, such as the coordination of planning and scheduling, approval processes, as well as performance records and invoicing, are digitally integrated across the company as a whole, ensuring transparency.

» “We wanted to move business-critical processes online and make them more streamlined. With the help of experts from NTT DATA, we understood how to use Microsoft Dynamics 365 and Microsoft Power Platform in a more targeted and efficient way. In a pilot project, we were able to test out our ideas and create flexible integration between Microsoft Azure and SAP via the SAP Cloud Platform Integration. Now we're ready for the next challenge as we advance digital transformation into further business areas.”

Stefan Fahl, CIO Stadtwerke Kiel



The solution

Integrating external construction partners into internal processes helps ensure clarity and transparency at every stage of the construction project.

With the large number of integrated technologies, including:

- **Microsoft Dynamics Power Platform**
- **Power Automate (Microsoft Flow)**
- **Azure Integration Services**
- **Microsoft Power BI/Power Apps**

All apps used were able to be quickly and seamlessly integrated into an overall architectural concept.

Equally, the open architecture of the technology offers flexibility for the integration of further business processes, such as the integration of building management or the replacement of isolated applications in various specialist areas.

Customer benefits

By building the “One Platform Target Architecture”, NTT DATA was able to make significant progress in addressing the pressures of moving construction management online.

In the future, the platform will provide a solid foundation for quickly integrating additional business processes, increasing automation, saving costs, and digitising other areas accordingly.

In addition to the flexible development methods they used, based on Scrum, they found a secure way to bring the project to completion entirely remotely.

About NTT DATA

NTT DATA — part of the NTT Group — is a trusted global innovator of business and IT solutions headquartered in Tokyo. We help our customers to transform their businesses via services including consulting, industry solutions, business process services, IT modernisation, and managed services.

With NTT DATA, customers and the wider public can move confidently into the digital future. We are committed to the long-term success of our customers and combine a global presence with local customer support in over 50 countries. **You can find out more at www.nttdata.com**

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