


 oxygen

A LUXC COMPANY

CASE STUDY: Faultless SAP support delivery for Jemena



Incident-free support delivery lets Jemena focus on new business projects

Oxygen has run up a faultless two year SAP support record for leading Australian infrastructure and management company Jemena, successfully transitioning the maintenance of its Agility business unit from a high dependence model to an efficient, pro-active support service.

By providing quality SAP personnel Oxygen has taken on and solved all ongoing support problems for the applications, delivering an error-free service that has allowed Jemena to focus its in-house SAP resources on the completion of new projects.

Jemena's Enterprise Applications Manager, Phil Duncanson, says Oxygen picked up the support contract for the Agility unit, following a short, and less than ideal, knowledge transfer period.

"We did not have the opportunity to execute the normal due diligence on the system, and as a result Oxygen didn't know how many service calls the system was going to create, nor did it know the exact nature of those calls."

Duncanson says Oxygen provided the right approach to overcome the challenge this created; designing a support arrangement that required high calibre analyst input at the outset, followed by a migration to a standard support arrangement over a period of three to six months.

"We didn't know what we were taking on at the outset. Oxygen had only two days of direct contact with the support team we were acquiring the system off."

From day one Oxygen was able to put in place an Australian-based team made up of experienced implementation consultants who were able to analyse the type of support required, while at the same time establishing the basic support services.

"It was a very successful approach," says Duncanson. "Every month they committed to analysing the support calls in order to understand the type of issues that needed responding to. As control of these increased we were able to reduce our dependence on full time consultants and move to a time and materials contract through the New Zealand service desk.

"They delivered exactly what was promised. Leadership was right there from the start. I didn't have to get involved in the day-to-day delivery or engagement to the business."

"Every single Oxygen person has engaged with my business customers in a professional way and their level of knowledge has been excellent."

Phil Duncanson,
Enterprise Applications Manager, Jemena

“In two years there has not been a single instance where through lack of knowledge, skill or poor behaviour of an Oxygen team member has there been an issue in the service delivery.”

Phil Duncanson, Enterprise Applications Manager, Jemena

THE BUSINESS CHALLENGE

- Take over support for a broad spectrum of SAP applications including finance, project system, project management, asset management, human resources and payroll
- Cope with extremely short knowledge transfer period – two days of direct contact with outgoing support team and two weeks to read and digest application documentation
- Put together a non-standard support arrangement to take complete responsibility for the ongoing maintenance of the solution without full visibility of the number and nature of support calls to be serviced

THE OXYGEN SOLUTION

- Put in an on-the-ground team of high calibre consultants to analyse the type of support issues that would arise
- Establish basic support procedures that could be managed remotely from Oxygen's New Zealand service desk
- Appoint a team leader with appropriate seniority to be self sufficient and manage the team so it did not require constant supervision from Jemena senior management

- Proactively transition the support service from a high cost seven person team to an arrangement where specialist SAP finance, payroll and human resource consultants are maintained full-time, but all other calls are handled by service desk

RETURN ON INVESTMENT

- Oxygen's support allowed Jemena's in-house SAP team to focus on high value new project work
- Excellent SAP knowledge of support team has created error-free service delivery
- Taking full responsibility for resource management and dealings with other infrastructure providers removed need for day-to-day involvement from Jemena senior management

CUSTOMER PROFILE

Jemena is a leading infrastructure management and development company. It was formed following the separation of the former Alinta Ltd. business which was purchased by a consortium of Singapore Power International and Babcock & Brown. The business began operating on 1 September 2007 and was referred to as Alinta East and Alinta Asset Management (East). Since then the company has developed and implemented a business strategy with a focus on three key areas: optimising its core business; new growth paths; and building and leveraging its capabilities.

