

Case Study

Publiacqua S.p.A.

»SAP HANA® will allow us to bring in operating and management reporting, while cutting development times and associated infrastructure costs, thereby improving business reporting performance.«

Luciano Caroti, Head of IT Systems, Publiacqua S.p.A.



The Customer

Since 1 January 2002, Publiacqua S.p.A. has been contracted to manage the integrated water services for Italy's 'Local Authority Water Board No 3 – Medio Valdarno'. The company has 648 employees, turns over € 160 million and provides services across four Italian provinces (Florence, Prato, Pistoia and Arezzo) and 49 municipalities, serving around 1,277,000 people across more than 380,000 properties. Publiacqua's role ranges from producing and selling drinking water, to filtering and managing sewers, chemical and biological laboratory checks, and the assessment and management of partnerships pertaining to its core business.

The Challenge

As part of a process to improve its business services – which involved significant organisational changes – steps were taken to improve project and performance management. The IT Systems Department identified a number of development areas to support strategic management objectives, including the important role of the "management dashboard" and of integrated reporting features. The main drivers behind the solution chosen by the company were speed of development, flexibility, performance and the need to constrain investment.

The initial situation was characterised by limited computerisation of business reporting processes and procedures, as well as unstructured internal reporting and limited middle management involvement. In technical terms, the decision was also driven by the need to develop SAP infrastructure with an eye to business strategy, allowing an increasing number of users within the business to have access to reports.

The Solution

The decision to graft the SAP HANA® platform onto the business existing infrastructure and technology enabled access to detailed, up-to-date, high quality and highly usable data, bringing together information that had been spread across SAP, GIS and SCADA systems. The speed and flexibility of the new architecture allows for the optimisation of business processes and, against a fast-changing background, SAP HANA® makes it possible to bring data warehousing, operations/management reporting, and strategic planning, together under the same technological architecture.

The customer

Country: Italy
 Industry: Utilities
 Year established: 2002
 Employees: About 650
 Website: www.publiacqua.it



The challenge

Publiacqua launched a technology audit with an eye to building a business intelligence environment that is flexible, fast and helps optimise business processes. The main goal of the project was to consolidate operating and management reporting – together with strategic planning – within a single data warehouse architecture capable of handling a growing number of users.

The solution

SAP HANA® was integrated into existing SAP systems using a multi-node configuration, allowing the client to use business warehouse datasets that will run faster thanks to SAP HANA®. At the same time, development tools will be used to gradually build an application architecture, which is both robust and flexible.

The benefit
<ul style="list-style-type: none">■ Consolidation of business intelligence environments■ Faster and more flexible reporting■ A greater number of users can access the system■ The TCO of business intelligence infrastructure has fallen■ Guaranteed system recovery in the event of component fail

Products and services
<p>FUJITSU Integrated System PRIMEFLEX for SAP HANA® comprising:</p> <ul style="list-style-type: none">■ FUJITSU Server PRIMERGY systems (incl. failover node)■ NetApp 3240 storage■ Detailed support on infrastructure planning and extensions

The Benefit

Having looked into a number of alternatives, Publiacqua opted to introduce SAP HANA® into its existing SAP infrastructure in order to achieve its goals. It was felt that SAP HANA® was the perfect way to create an environment that would ensure the best possible infrastructure stability, twinned with the fastest and most flexible processing functions.

SAP HANA® is well-suited for use with non-standardised business warehouses, making it possible to use their structures and then build and modify applications very simply, thereby maximising investment effectiveness while maintaining existing infrastructure.

Since the goal of the project was to consolidate reporting infrastructure, it was essential for the client to be able to give increasing numbers of users access to reports, as well as to ensure fast recovery of environments in the event of a component malfunction or fail. The FUJITSU Integrated Systems PRIMEFLEX for SAP HANA® multi-node solution meets each and every one these requirements.

“The choice was made to go with SAP HANA® and FUJITSU Integrated System PRIMEFLEX for SAP HANA®, which ensure simple and certified native recovery of environments in the event of failure,” says Mauro Cacciafani, Technology Infrastructure Manager at Publiacqua.

Once fully implemented, the solution will be extended with another dedicated node for managing environments and for test/development activities. However, even in its current configuration, the solution will allow middle management to access operating and management reports, use planning tools and build applications based on business warehouse data infrastructures.

TAI Software Solutions' role

TAI Software Solutions (www.tai.it), Top SELECT Expert Partner of Fujitsu Technology Solutions, played a major role in implementing the SAP HANA® project at Publiacqua. The company boasts significant experience of providing technologically advanced business support solutions to industry, the public sector and utilities companies.

A system integrator capable of resolving all IT supply and management problems across Italy, TAI offers highly specialised solutions to its clients. Indeed, the group's aim is to provide consultancy, solutions, products, infrastructure and services to help build their clients' competitive advantage through innovative technologies. TAI achieves this by offering a package based mainly on top quality professional skillsets, proprietary software and managed service centres.

Conclusion

The process of updating Publiacqua's business services required a major effort from the IT Systems Department, which had to perform to extraordinary standards while maintaining tight focus on the principles enshrined in the business plan. With this in mind, Fujitsu and TAI were the perfect technology partners to help Publiacqua successfully complete this phase of its development. Thanks to the updated infrastructure brought in by Fujitsu and TAI, an ever-increasing number of users can now make use of the business's data assets, while all levels of management have easy, fast and flexible access to all necessary reporting functions. Furthermore, the fall in the total cost of ownership (TCO) of business intelligence infrastructure has meant that existing investment containment goals have been met.

“Updating the SAP environment and achieving more dynamic business intelligence has had such a positive effect on the entire organisation. For that reason, we have decided to expand our use of these technologies to other projects in our business plan, which is why we have already decided to install another test/development node.”

Luciano Caroti, Head of IT Systems, Publiacqua S.p.A.

In collaboration with



Contact

FUJITSU
Fujitsu Technology Solutions S.p.A.
Phone: +39 800 466820
E-mail: customerinfo.point@ts.fujitsu.com
Website: it.fujitsu.com
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