SSE

erwin by Quest

Successfully launches new customer initiative with **erwin® Evolve by Quest®**

Client Profile

SSE plc supplies energy to more than **9.5 million** customers throughout Great Britain and Ireland and is the United Kingdom's **leading generator of electricity** from renewable sources. It is frequently ranked **number one** in customer satisfaction by consumer organizations.

Results

erwin helped SSE create a comprehensive repository of all business process maps related to customer supply, including the IT systems and interfaces.

Simon Bassil
Solution Architect

Challenge

SSE launched a new customer-focused initiative, the Retail Transformation Program, to take advantage of industry trends, such as smart metering, and to grow its services. To successfully launch the program within the defined scope, budget and timeframe, they needed to create consistent business process definition documents across workflows. This required a central repository for storing business process maps including IT systems and their underlying architecture.

Solution

SSE used erwin® software to create a central knowledge repository and deploy it using their existing Citrix server infrastructure. By customizing the meta model to capture business and IT modeling artifacts, they developed standardized business process definition documents for the Retail Transformation Program.

Initial staff adoption was cautious, but once the erwin product's benefits were realized, it became the program's tool of choice for business process modeling. SSE now has a comprehensive repository of business process maps documenting their customer supply procedures including IT systems and interfaces.

> Created and modeled nearly 2,500 business processes

> Produced 80+ business process definition documents

> Enforced consistent standards and high quality output

> Aligned business and IT leads on new program's delivery dates and scope

> Reduced acceptance review times

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