IWB Industrielle Werke Basel supplies people and companies with energy, water, mobility and telecommunications. In Switzerland, IWB is the first port of call for climate-friendly energy. In this way, the company contributes to a high quality of life and location in the region of Basel and beyond. With the digitalization and planned liberalization of the Swiss energy market, IWB is facing a growing number of challenges, including the need to offer services beyond traditional energy supply.

It became clear that efficient and customer-friendly processes and optimal internal communication and workflows were critical to success. To get there, IWB worked to find out how departments can reduce manual workloads through automation and make service processes more adaptable. To meet the objectives of providing management with fact-based insights and to put the best processes and workflows in place, IWB needed cutting-edge process intelligence technology.
Optimizing Processes to Save Time, Lower Costs, and Improve Customer Service with SAP® Signavio® Solutions

Before: Challenges and Opportunities
- Process documentation that was unsuitable for transparent, enterprise-wide communication
- Information that was difficult to find, with no ability to simulate new processes or automate existing ones, leaving optimization potential untapped

Why SAP
- SAP® Signavio® solutions to ease the capture, standardization, sharing, and automation of processes
- SAP Signavio Process Collaboration Hub to help ensure process uniformity and transparency
- SAP Signavio Process Governance solution to help detect process compliance violations and risks
- SAP Signavio Process Intelligence solution to enable transparent process monitoring and daily fine-tuning of process execution

After: Value-Driven Results
- Overview of process management that focuses on operational excellence, not just documentation
- Standardized and transparent process mapping, as well as clear visualization and process sharing across business areas
- Process automation for less manual work, vastly improving process times and reducing costs
- Development of an RPA bot to check implausible meter readings, resulting in a time savings equivalent to two FTE positions per year
- Faster, more transparent process for managing damage claims
- Significantly improved process times and costs, as well as simpler communications between business units for getting energy and water to newly constructed buildings
- Automation of the manual invoice process, including intuitive templates and form fields as well as workflow e-mail notifications

“Process management is essential for successful digital transformation. SAP Signavio solutions have offered powerful support for the optimization of our processes. That, ultimately, contributes to the satisfaction of our customers.”
Stefanie Rütten, Senior Business Process Manager, Process and Quality Management, IWB Industrielle Werke Basel

75%
Of business processes published using SAP Signavio solutions

60%
Reduction in processing costs for provisioning

SAP Signavio