

AED-SICAD Customer Testimonials

Municipal Utility Magdeburg, Germany

Magdeburg is the capital of the German State Saxonia-Anhalt. The Municipal Utility Magdeburg (SWM) is quite a typical German multi-utility, supplying electricity, gas, water, district heating to the 238000 inhabitants of Magdeburg and disposing of their sewage. SWM decided already very early on to document their network with the GIS-based Network Management Software UT for ArcGIS Product Suite based on the Esri technology. For the service point creation process, they tightly integrated the GIS with SAP IS-U.

What is integrated?

- GIS (UT for ArcGIS) and SAP IS-U
- Both Desktop and Web

What is the benefit?

- No redundant capturing of information
- Consistent data across IT systems
- Greatly improved data quality
- Faster and leaner service point creation process
- Improved data quality in reports to the management
- Frontend integration facilitates enterprise processes

AED-SICAD Modules in Operation

- UT Editor
 - UT View
 - UT Integrator with SAP Adaptors
 - UT Server and JavaScript Web Client
 - UT Click-Before-You-Dig
- (all based on the Esri ArcGIS platform)



Smooth Service Point Creation Workflow at SWM



Traditionally, the SAP system manages rather the administrative and financial side of assets, whereas the GIS focus on technical attributes and geographic location. However, both systems work on the same assets, and this is always only one real-life object. To ensure data integrity and remove duplicate data entry, the SWM had decided to closely integrate SAP IS-U and GIS (UT for ArcGIS) for the service point creation business workflow.

Step 1 - SAP IS-U:

When a new customer wants a new service connection, then this request is first handled by SAP IS-U. Within the SAP, an offer is prepared and sent out to the prospective customer. Once the order has been received, also the planning of this new service points is done within SAP IS-U. Once the planning is finalized, and the employee saves it to the SAP database, the UT Integrator sends automatically a SOAP XML message to the GIS containing the technical details and the address of the new service point.

Step 2 – GIS:

If this address exists within the UT for ArcGIS database, then the GIS will create at this address automatically a new service point jointly with the technical attributes coming from SAP. No further work within the GIS is needed. In case the address is not available within the GIS, the service point with its technical attributes but without graphical representation will be created.

Within the GIS UT for ArcGIS, the SWM employees have the possibility to search for all service points, where a graphical representation has not

yet been created (automatically). Within the object manager tree view, the SWM employees can then easily create the graphical representation for these new service points with mismatched addresses. The workflow for updating information on service points, starting within the leading IT system SAP IS-U, is quite similar.

Frontend integration / process support:

Often, the SAP users would like to jump right away to the GIS web client, e.g. to check if the service points had been created at the desired location, or to check the geographical area for whatever reason. For this requirement, an additional button will be integrated within the SAP mask for this functional location, which will allow SAP users to open the Web GIS client at the desired functional location. The same call of the SAP GUI will be available from the Web GIS client.

This integration greatly facilitated the workflow service point creation at SWM and additionally improved data quality, and secured data consistency.

AED-SICAD is SAP Business Partner (Silver Status).
The UT Integrator from the UT for ArcGIS Product Suite has been certified by the SAP Integration Center.

