

How WWZ Modernized an SAP Data Ecosystem With Boomi

boomi
CASE STUDY

WWZ

WWZ Innovates Its Cable-Internet Services by **Modernizing Its SAP Data Ecosystem**

Midsize utility company speeds SAP ERP data extraction by 9X to create an innovative service line and deliver an efficient customer self-service portal

Modernization

BUSINESS GOALS

WWZ AG, a Switzerland-based utility services company, wanted to strengthen its market position. To extend its portfolio, WWZ needed to build its own operational support and business support systems (OSS and BSS, respectively). The company wanted to bundle utility services with telecom services for its more than 60,000 telecom subscribers and 72,000 utility service customers.

WWZ needed to build a new self-service portal to quickly provision customer services and automate backend processes to ensure customers can get their desired services at any time, seamlessly.

This new initiative required WWZ's IT team to be able to easily and continuously extract a high volume of data out of the SAP S/4HANA enterprise resource planning (ERP) system to feed various technical third-party planning applications within its ecosystem.

TECHNOLOGY CHALLENGES

Extracting large amounts of data from an SAP system integrated with multiple third-party applications is complex and challenging. WWZ IT had experience using SAP's Process Integration (PI) tool to exchange data between SAP applications. But reliance on this tool for third-party applications would be costly and require the team to rebuild approximately 32 application interfaces around SAP.

Further complicating matters, WWZ was planning its migration from SAP R/3 to S/4HANA.

Extracting data out of SAP R/3 for use with third-party applications would previously have been a resource- and training-intensive approach that would substantially slow the overall project timeline. WWZ needed a modern, low-code, and API-based approach to extract and exchange data to and from SAP and third-party applications.

Previously, our interfaces with third-party systems took three weeks. **In 80 percent of cases, Boomi aXis for SAP is much faster and interfaces can be built in one day with a day for testing.**

Stefan Willi, Chief Technology Officer, WWZ

Switzerland-based cable-internet company WWZ increased data extraction speed by 9X and enabled new services to 60,000 cable-internet customers. Read why the CTO said Boomi “was the only solution we found that will easily and quickly connect data from SAP and third-party applications to S/4HANA.”