

REWAG HAS ITS PURCHASING COMPLETELY UNDER CONTROL WITH PROCESS MINING

Regensburger Energie- und Wasserversorgung (REWAG) and Stadtwerke Regensburg wanted greater transparency in purchasing. And they succeeded: Since REWAG started using Celonis Process Mining, collaboration within the company has become more efficient and decisions are made based on dependable and clearly prepared analyses. “We used to rely more on our gut feelings, and we spent a lot of time discussing figures,” explains Thomas Brandl, head of purchasing. “Now we immediately start discussing the solutions.”



100%
TRANSPARENCY



306,4 M.
TURNOVER



>200.000
PRIVAT ACCOMMODATION



425
EMPLOYEES

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It was a paper jungle at Regensburger Energie- und Wasserversorgung and Stadtwerke Regensburg. Some orders were placed using forms, while others were made electronically. Purchases were numerous, since Regensburger Energie- und Wasserversorgung AG & Co KG (or REWAG for short) supplies electricity, natural gas, heat, and water to more than 200,000 private households and business customers in the region. It spends between 30 and 32 million euros annually on operations and between 12 and 15 million euros on strategic procurement.

EXPLOITING THE VALUE OF DATA

The primary goal was to consistently digitalize and optimize their processes. “We wanted systems for simpler and more transparent processes,” Brandl explains. He knew the value of data in various IT systems – what was missing was simply the ability to properly process that information. Neither Excel nor SAP standard reporting provided the

necessary flexibility and dynamics. “Tedious, rigid, and not very expedient,” is Brandl’s assessment in retrospect. “We wanted more scalability and dynamics. And we wanted to be able to easily analyze and optimize the purchasing processes.”

CELONIS WAS CONVINCING ON ALL COUNTS

After a detailed selection process, the choice was made to go with Celonis Process Mining. The innovative big data technology brings together all the digital process traces and visualizes actual processes in real time to generate maximum transparency. Brandl can easily integrate data sources in Celonis and gain system-wide insights. REWAG also liked the intuitive handling and the flexibility of the solution. “The software is easy to use, even with very little IT knowledge,” he reports. The proof of concept was convincing, and the subsequent roll-out was “completely uneventful” in a positive sense. “Everything was completed in a week,” he says.

FASTER AND CLEARER VISUALIZATION OF FIGURES

Celonis has been in use at REWAG since 2015. In particular, Brandl uses the software to evaluate a wide variety of procurement figures, including procurement volume, purchase requisitions, number of suppliers, and number of orders. Of special importance to him is the ability to benchmark his key figures against those of other companies or management consulting firms like KPMG. With Celonis, he can identify optimization potentials faster and more reliably. "Now I can rest assured that the right figures are just a mouse click away. The results have far surpassed my expectations."

Until now, Brandl had evaluated his key figures in an SAP system, a process that would take three to four days. There was often no plausible explanation for deviations or anomalies. "I used to kill myself searching fruitlessly," he says. "Now I can see with a single click whether the figures fit and if not, why." Before the Celonis software was introduced, it could often take as long as 20 days to find the cause.

COST SAVINGS THANKS TO MORE PRECISE SUPPLIER EVALUATION

REWAG has saved tremendous time and money thanks to process mining

technology. When it comes to knowledge, Celonis gives Brandl a clear edge over competitors and suppliers as well as a better position in negotiations. With suppliers in particular, he checks time runs and price changes in the process. "The software gives me information about rebates and successful renegotiations," he says. Based on that information, he develops price expectations that allow his employees to take a more aggressive approach and help them contribute to the success of the company.

THE SOUGHT-AFTER PROCESS SPECIALIST AT REWAG

Brandl has now become a sought-after specialist: Other departments often ask him for evaluations of processes and data. Within minutes, he can deliver a visual representation of the desired analysis – while in the past it used to take three to four days. This does require the department to have digitalized processes, however. The advantage: It doesn't require in-depth technical expertise, and IT doesn't have to be involved.

For Brandl, working with Celonis means always discovering something new. He can zoom into processes and take a detailed look at the individual steps. Brandl is amazed that the solution can show the relationship between individual process traces and reveal interde-

pendencies. "You start out with three or four tables," says Brandl, "and that results in an entire sheet of various dependencies. If you decide that more dependencies might be of interest, you simply open a new one and draw completely new insights from it."

THE ENTIRE PACKAGE IS RIGHT

Brandl has nothing but positive things to say about the software as well as the collaboration with Celonis. "I assumed that our processes were running at 100 percent. Celonis has taught me otherwise. And you continue to come up with new and meaningful ideas." The technology should also support him in his latest project, optimizing the management of external costs. Brandl is confident: "I'm sure that we'll find the right approach with Celonis."



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