



INDUSTRY **NATURAL GAS LOGISTICS**

TOPIC **IT STRATEGY**

METHOD **J&M PROCEDURE MODEL "IT STRATEGY DEFINITION"**

## **THYSSENGAS GMBH: NETWORK OPERATOR AT FULL SPEED TO NEW IT**



*"Although the timescale of seven weeks allotted for the project was very tight, J&M did a very professional job – the results of the IT strategy greatly exceeded our expectations. We expect to cooperate with J&M again when we implement the developed strategy."*

**Thomas Wienand, head of IT,  
Thyssengas GmbH**

Following its sale to a financial investor, the former RWE subsidiary, Thyssengas GmbH, was faced with the task of developing its own IT strategy. A daunting challenge – since the network operator had neither its own IT department nor the necessary internal resources.

As part of the liberalisation of the gas market, RWE was required to divest itself of its network operator, Thyssengas GmbH. A financial investor purchased Thyssengas and a means had to be found to provide the IT services which, until then, had been acquired from RWE.

The company would have to develop its own IT strategy. What initially appeared to be a very difficult task was quickly seen as a valuable opportunity. The development of a new in-house IT strategy provided Thyssengas with the opportunity to completely redesign old company processes which were no longer appropriate to the new medium-sized organisation.

Together with J&M, managers and functional experts from Thyssengas came up with an IT strategy within a period of seven weeks. A very short time when you consider the magnitude of the task. This included the definition of the overall IT strategy and IT organisation, a complete process analysis, and a survey and evaluation of the complex application landscape. In the area of IT Service Management, a make-or-buy strategy was devised and guidelines were prepared for reorganisation of the IT processes.

During the course of workshops, interviews, a benchmarking study and a SWOT analysis, insights were gained and, based on these, optimisation measures were identified and future concepts created. The result was a roadmap with approximately 70 measures which describe precisely how the company can implement the strategy. These include, for example, the individual steps

- for separation of the infrastructure and the complete application landscape,
- for a new installation of an ERP system and

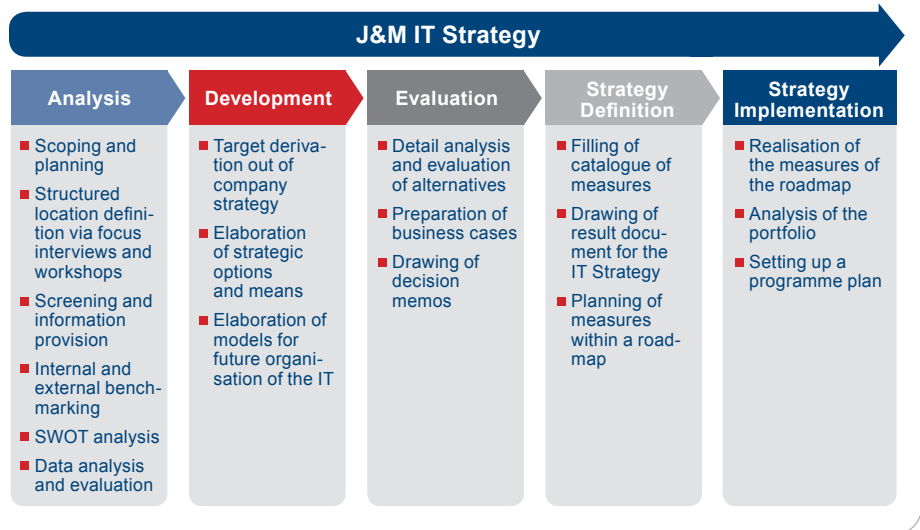


### About Thyssengas

Thyssengas is the forwarding agent that provides the natural gas logistics required by gas traders. Our team of 290 specialists work with a clear customer focus and have developed numerous innovations. All of which benefits our customers, who want to conquer the natural gas market.

To meet these challenges, we have become a member of NetConnect Germany, an association which brings together the H- and L-gas market areas of six gas transmission network operators to form one large market area. This move will further stimulate competition and bring extra liquidity to the German gas market. The high-pressure grid system in the largest market area in Germany has an overall length of almost 20,000 kilometres and connects more than 500 (downstream) gas grids. We want to play a role in actively shaping the future and, together with our current and potential future partners, wish to further develop the NCG market area over the long term to create one of the most liquid gas markets in Europe.

### Systematically from analysis to implementation



- for establishment of a coordinated IT organisation and IT governance

#### Reducing IT service costs significantly

In addition to the conceptual formulation of the entire strategy, the project team developed recommendations for a make-or-buy strategy and prepared a tender for outsourcing partial services. ERP selection including identification of potential ERP systems, creation of the system architecture, and documentation of the processes were further components of the project.

“The separation of the IT function from the parent company and the implementation of appropriate optimisation measures enabled Thyssengas to significantly reduce external IT service costs”, says Ariane Scheer, J&M partner, responsible for the Energy & Environmental technologies industry. Several ‘quick wins’ have already been

identified. Thyssengas can now start to eliminate overlaps in its application landscape and reduce the number of applications by a third. The project team has also brought to light further potential for optimisation which will greatly reduce cost and effort over the medium to long term.

Thyssengas will exercise control over its IT management from now on. Thanks to a much more flexible system landscape and more effective processes, Thyssengas can now react much faster to the future challenges of the dynamic gas sector. Thomas Wienand, head of IT at Thyssengas, is very happy with the results achieved in such a short time: “Although the timescale of seven weeks allotted for the project was very tight, J&M did a very professional job – the results of the IT strategy greatly exceeded our expectations. We expect to cooperate with J&M again when we implement the developed strategy.”

### J&M CREATED VALUE

- Significant reduction in external IT service costs
- Increased effectiveness and flexibility through adaptation of IT to the requirements of a medium-sized company
- Development of an IT strategy which provides guidance for future decisions