



Meeting gas market challenges with flexible processes

As an important partner in the German and European gas market, WINGAS demands a great deal from their IT environment. Company procedures must be adjusted efficiently, new systems must be designed for easy connectivity and scaling and new processes must be implemented quickly. In order to implement these IT requirements whilst maintaining the required levels of flexibility, WINGAS decided to use the inubit BPM-Suite.



About WINGAS GmbH & Co. KG

WINGAS GmbH & Co. KG was founded in 1993 as a cooperative company by Wintershall (the largest producer of petroleum and natural gas in Germany) and OAO GAZPROM from Russia (the world's largest producer of natural gas). The goal of the company is to achieve additional value creation as a national gas company through the joint marketing of natural gas based on a newly created pipeline and storage infrastructure.

The successful cooperative company is based in Kassel, and is established in the German and European natural gas transportation, storage and trade markets together with its subsidiaries. Its customers include public utility companies, regional distributors, industrial companies and power stations in Germany and neighboring countries.

Requirements

For the reception and sending of gas market-specific messages, three important areas in the WINGAS "Operations" business area need to be covered:

- ▶ Exchange of business messages throughout the European gas market via Electronic Data Interchange (EDI)
- ▶ Integration of the highly heterogeneous system environment within the company
- ▶ Monitoring and control of production processes by WINGAS employees using a process portal (e.g. contracts and nominations)

Approach

Using the inubit BPM-Suite, WINGAS can display all message formats relevant to the gas market in EDIG@S, Excel and CSV, among others:

- ▶ Fast set-up of new business messages through generic, reusable workflows and their control through process variables based on databases
- ▶ Easier maintenance of the overall system through the use of a central process control platform
- ▶ High system stability through a high-availability system solution including all relevant auxiliary systems such as FTP routers or mail systems

Results Achieved

The inubit BPM-Suite distributes all business-critical data to downstream IT systems and provides a portal for monitoring process quality and promoting employee participation:

- ▶ Connection of different back end systems, conversion of different data formats as a data platform
- ▶ Flexible data control due to the simplicity of changing the configuration
- ▶ Monitoring and surveillance of production processes in real time
- ▶ Professional process control by responsible employees

inubit BPM-Suite at WINGAS

WINGAS decided on inubit AG and introduced the inubit BPM-Suite in order to send and receive messages specific to the gas market, such as orders, confirmation of delivered gas quantities, weather data and measurement data. The inubit BPM-Suite then covers three major areas of the WINGAS “Operations” department:

- ▶ Exchange of business messages throughout the European gas market via Electronic Data Interchange (EDI)
- ▶ Integration of the strongly-heterogenous system environment within the company
- ▶ Monitoring and control of production processes by WINGAS employees using a process portal (e.g. contracts and nominations)

Exchange of business messages

Using the inubit BPM-Suite, WINGAS can display all message formats relevant to the gas market in EDIG@S, Excel and CSV, among others. Thanks to the implementation of generic, reusable workflows and their control through process variables based on databases, new business messages can be set up quickly. Maintenance of the entire system has also been significantly increased through the use of a central process control platform.

Maintenance of process variables is made via the database and a self-developed interface, meaning the conversion or set-up of message processing only takes a short time to carry out.

Thanks to comprehensive measures for the constant availability of system solutions (including all relevant auxiliary systems such as FTP routers or mail systems), high levels of reliability can be guaranteed. This then allows the time-critical operation of technical customer communication in the gas industry.

Integration of all affected systems

Due to the 1:1 communication required by the gas market, the inubit BPM-Suite is also used to distribute critical business data to all subsequent IT systems. Various types of back end systems are integrated here.

The inubit BPM-Suite is positioned between these systems as a data platform, and is responsible for converting the different data formats for the systems. The ability to control the configuration of data traffic flexibly using simple changes

offers WINGAS a significant advantage in the rapidly changing market and in their heterogenous system environment.

Integrated process portal

Apart from the technical implementation of the required processes, it is necessary to permanently monitor the process quality and also involve the employees actively in the processes. Therefore, an internal company portal has been realized using the inubit BPM-Suite, which is comprised of the following application areas:

- ▶ Monitoring and surveillance of the production processes in real time
- ▶ Professional process control by the responsible employees
- ▶ User-friendly configuration and triggering of processes for contracts and nominations

In the message monitoring system developed for WINGAS, an intensive process logging and process visualization takes place in order to monitor and control all incoming and outgoing business messages. WINGAS benefits from a monitoring process where all data flows are transparent and can be monitored. Employees in the WINGAS “Operations” department can monitor message traffic with their partners or carry out research in the message archive in various views and with different filter options. The complete communication process is presented transparently.

Keeping an eye on process logic

During process control, employees are also provided with additional functions according to their position, such as the ability to input messages again or debugging views for tracing the process logic. For example, employees can send orders and confirmations manually for contracts and nominations. Individual messages with different contracts for a partner can be combined and sent as a group message. The groups can also be configured for automatic dispatch. Thanks to these portal setting variations, complex communication tasks can be simplified in an uncomplicated manner, thus making the employee’s job easier.