

Public Sector PARTNER GUIDE

EMEA 2010 edition



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Stadtwerke Aalen

Stadtwerke Aalen is a utilities provider to the some 70,000 residents of the town of Aalen in Germany. It is responsible for electricity, gas, water, heating, parking and swimming pools in the region. Although state owned, it is run like a private company and must return a profit.

Stadtwerke Aalen needed to become a leaner, more agile and smarter organisation in order to enhance productivity and compete with other private sector companies.

The utilities provider determined that its project management methodology needed to be modernised. Project costs were high and difficult to control, and management had a poor view of project progress. Consequently, coordination between different projects was weak and project management was decentralised. This led to timelines and budgets being routinely breached, an increased time to market and a significantly reduced return on investment for each project.

Stadtwerke Aalen also needed to greatly improve its knowledge management. Relevant, timely information needed to be accessible from one place, both for staff and for customers in order to dramatically improve service levels. It also wanted to implement a single, professional content management system so that data could be edited easily and quickly, while reaping the cost benefits of a single system approach.

PlanB's experience in building advanced document and content management solutions for enterprises, as well as its in-depth business expertise, made it an excellent partner for this project. PlanB designs and builds its solutions on the Microsoft platform and has deep knowledge of Microsoft Project, SharePoint and Systems Management products – meeting Stadtwerke Aalen's requirement for a single solution, as well as providing the best fit for the tasks at hand. Like Stadtwerke Aalen, PlanB finds the best results come from small, highly focused and experienced teams.

Stadtwerke Aalen's management team ensured that, prior to approval, an in-depth due diligence process was undertaken with a full review of PlanB's financial stability, market position and client experience. Speaking to some of the existing client base confirmed that PlanB takes customer satisfaction very seriously.



This allowed Stadtwerke Aalen to build an excellent working partnership with the PlanB team. A phased approach was agreed. PlanB tackled the project management issues first, implementing Microsoft Office Project Server 2007 and customising to fit Stadtwerke Aalen's project methodologies. This instantly helped the firm become more agile and meet its performance targets. PlanB was able to implement a content management solution using Microsoft Office SharePoint Server 2010 as a single portal for both intranet and Internet.

"The organisational benefits were immediately apparent," says Sigurd Ackermann, IT director at Stadtwerke Aalen. "We instantly had much better transparency throughout the organisation, with up-to-date status reports and better control of timelines and budgets. The improved search functionality drove improvements in efficiency and the collaboration tools allowed for much better teamwork."

Industry: Public works

Country: Germany

Solution: Document and content management

Partner: PlanB

Technology: Microsoft Office Project Server 2007, Office SharePoint Server 2010

Benefits: Better reporting functions, improved efficiency, better control of budget