

FortisBC: Improving Financial Reporting Performance with SAP® ActiveEmbedded Services



Company

FortisBC

Headquarters

British Columbia, Canada

Industry

Utilities

Products and Services

Electricity, natural gas, and propane

Employees

2,200

Revenue

CAD 1.4 billion (US\$1.07 billion)
(2015)

Web Site

www.fortisbc.com

Objectives

- Improve the performance of an asset history sheet program that had been experiencing major performance issues at month end since 2013
- Provide timely financial reporting to the parent company and other external controlling bodies, including regulators

Why SAP

- Understanding of business processes running on SAP® software and performance optimization specialization of the SAP ActiveEmbedded services team
- Recommendation of a continuous quality check (CQC) for the SAP Business Process Performance Optimization service to troubleshoot performance issues

Resolution

- Performed a CQC for SAP Business Process Performance Optimization as part of the SAP ActiveEmbedded agreement, helping identify the root cause of system issues
- Collaborated with the SAP ActiveEmbedded team and the SAP software development team to create and implement three SAP Notes tools around financial asset accounting specific to the Microsoft SQL database

Benefits

- Significantly improved the performance of the first two month-end closings following the implementation of SAP Notes
- Removed manual work-arounds previously required due to poor system performance
- Enabled timely financial reporting

“We were experiencing major performance issues with critical reports, but only when we ran them at month end. Our SAP ActiveEmbedded services team assisted in performing a continuous quality check for SAP Business Process Performance Optimization and worked closely with the SAP software development team to fix our performance issues using the SAP Notes service. We are now able to provide timely financial reporting to our parent company.”

Vickie Otway, Information System Application Support Manager, FortisBC

15 minutes

To complete month-end asset history sheets – down from 6–8 hours

96%

Reported performance improvement

Reduced

Time to produce financial reports overall

Increased

Business confidence in timely reporting

Eliminated

Manual work-arounds to address poor performance

