

Uniper transforms into a digitized company through IT modernization in a co-creation approach

Customer name

Uniper SE

Location

Düsseldorf, Germany

Industry

Energy / Utilities Sector

DXC Services

**IT modernization,
digital delivery model,
automation**

Website

<https://www.uniper.energy//>

“It’s the modernization and getting to that level of automation that gives us maximum reliability, maximum speed, maximum compliance, and of course, maximum security to protect our critical infrastructure.” —

Damian Bunyan, Chief Information Officer, Uniper

Business Challenge

- Transform on-premises IT infrastructure and systems to meet energy industry challenges
- Migrate from E.ON data centers, IT support and applications to build a new digital core
- Provide employees with a more flexible workplace environment, enabling work-from-home options
- Migrate SAP applications to the MS Azure cloud, increase automation and modernize service delivery

How DXC helped

- IT modernization, including workplace services, cloud and security services, application management, IT service management and robotic process automation
- Establish the new Uniper Delivery Model with DevOps and agile methodology
- Implement a cloud-based modern workplace solution enabling anytime, anywhere access
- Improve security with modern identity and access management services
- Design, build and deploy the Uniper Digital Lab that serves as a hub for new ideas and innovation
- Provide an RPA development and operate service, which has enabled Uniper to automate key back-office functions
- Workshops and solution reviews to understand and evaluate pain points and business processes

Business Outcomes

- Migrated from two data centers to the cloud, reduced IT operational costs, increased automation and improved speed and security
- Facing the pandemic, 12,000 employees were shifted seamlessly to remote working in 1 day, while maintaining business continuity
- Transformed into a forward looking and innovative energy supplier that provides tailored solutions for European customers.



ENVISION

The Art of The Possible

Uniper DXC Collaboration Workshop

Joint Service Vision & Product Backlog Kick-off

Ratingen, Germany



Uniper DXC Collaboration Workshop

Service Vision & Roadmap – Kick-off

8 & 9 October 2019, Ratingen, Germany



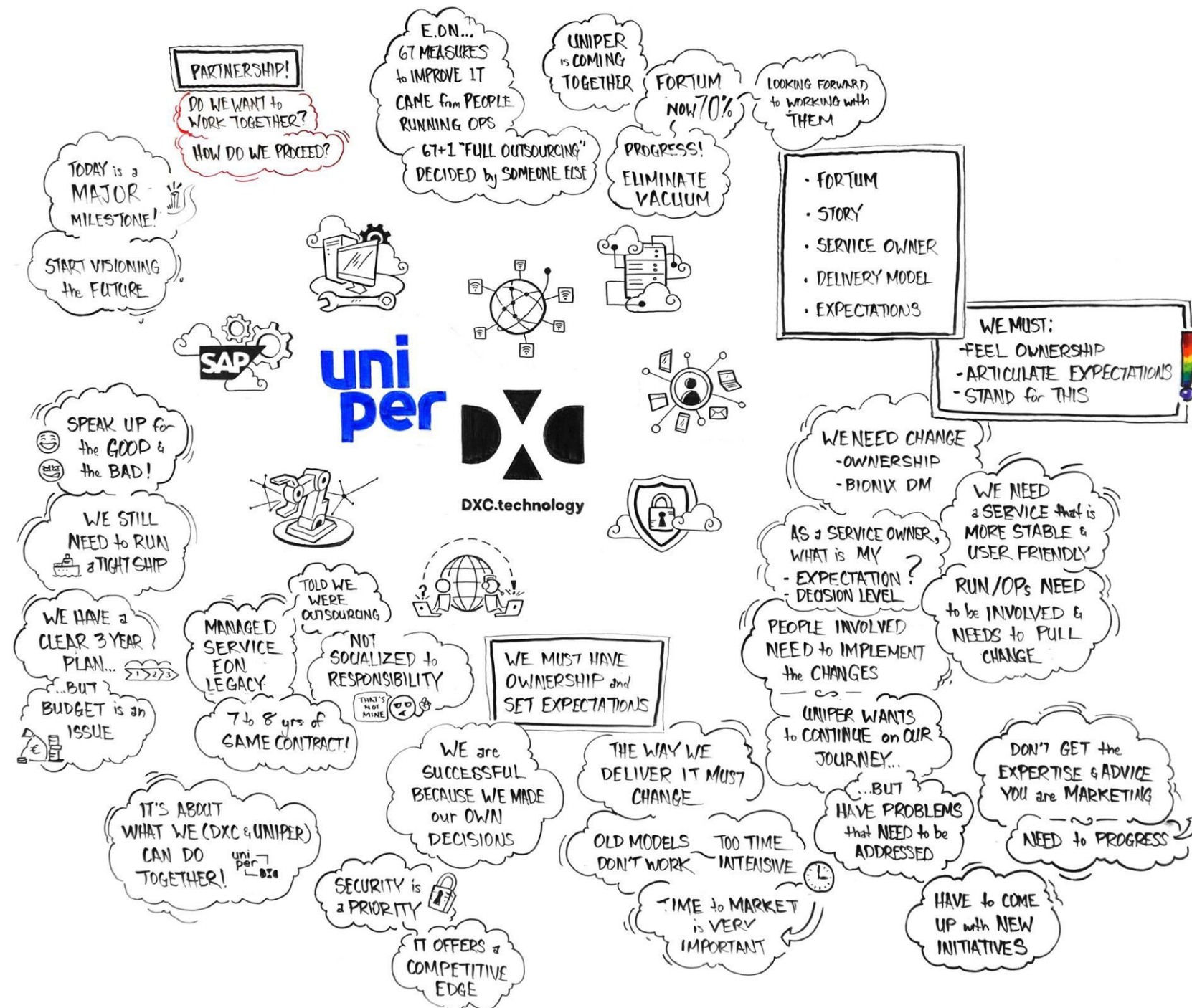
DAY 1

- WELCOME & INTROs
- SETTING the SCENE - HANS
- DXC & UNIPER PARTNERSHIP
- THE NEW ENGAGEMENT MODEL - ANDY & MUSTAFA & CHRISTIAN
- USE CASE : DWP/MYDEVICES
- DESIGN PRINCIPLES
- ~ WORKING LUNCH ~
- BREAKOUT/COLLABORATION SESSIONS

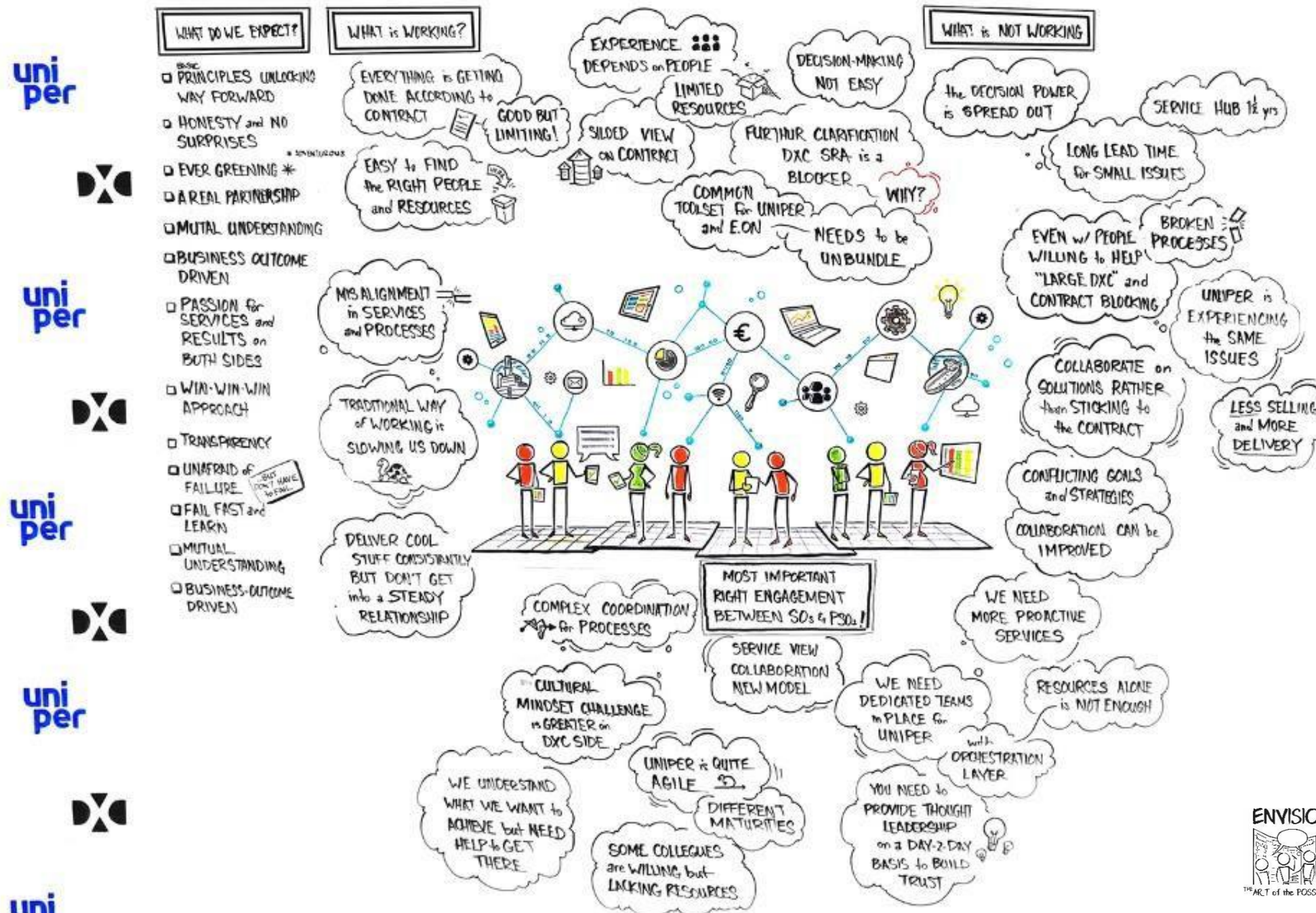
DAY 2

- DAY 1 RECAP / DAY 2 AGENDA
- BREAKOUT SESSIONS cont.
- SHARE BREAKOUT RESULTS
- ~ WORKING LUNCH ~
- SHARE BREAKOUT RESULTS cont.
- THE WAY FORWARD & ACTIONS
- CLOSING

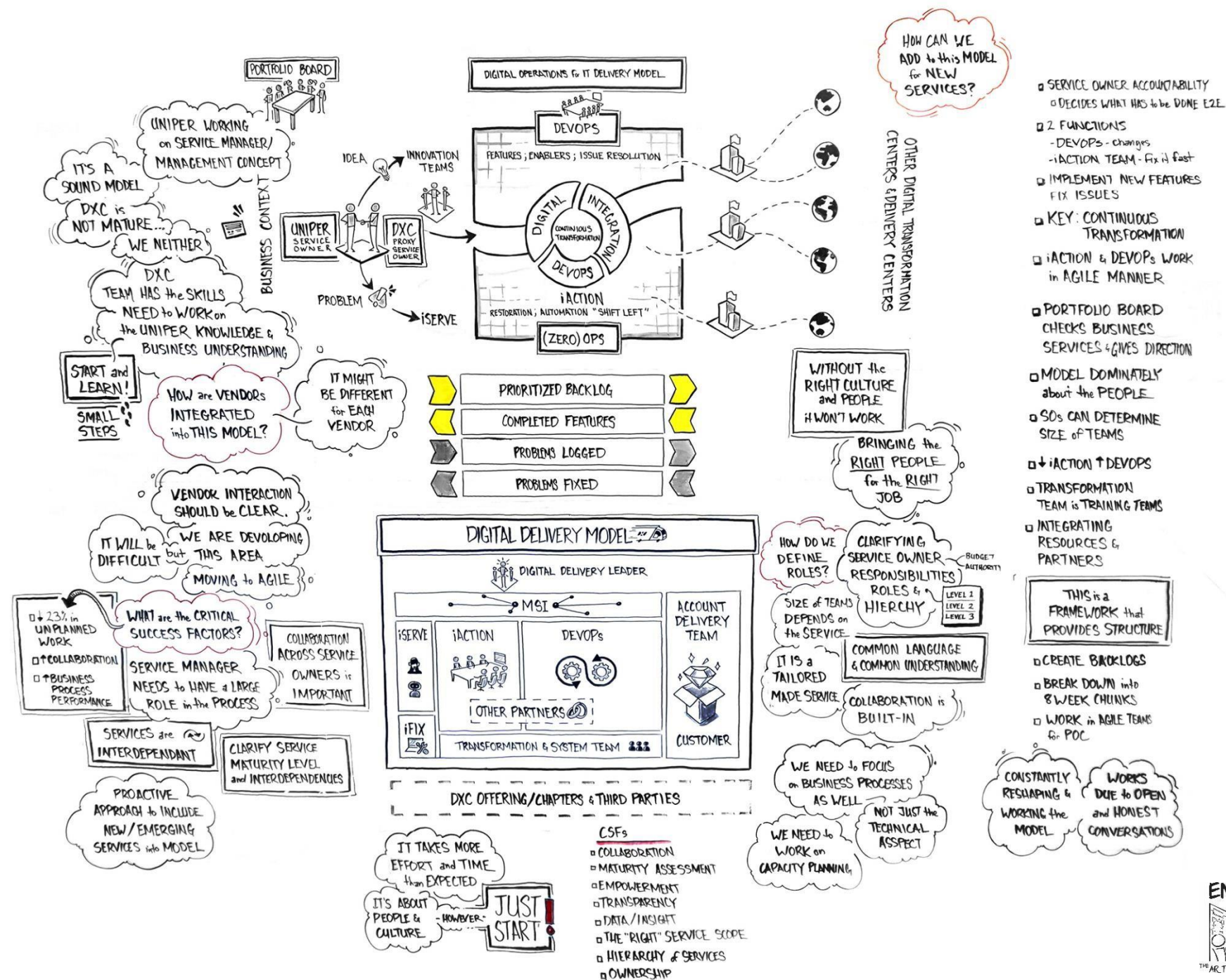
SETTING the SCENE



DXC and UNIPER PARTNERSHIP



THE NEW ENGAGEMENT MODEL



DESIGN PRINCIPLES

THINK BOLD

CONSIDER MTP / 24 mo.

CONSIDER DATA & INTELLIGENCE

THINK about END USERS

CLARITY on BUSINESS OUTCOMES

GET RID of WASTE

WHAT to KEEP

"NOT POSSIBLE" NOT an OPTION - BE POSITIVE

DO NOT SOLUTION

ACKNOWLEDGE TODAY but THINK FORWARD



BREAKOUT / COLLABORATION SESSIONS*

- 1st Level Support → Front Door
 - Hosting & Infrastructure
 - MyDevices
 - Process Automation
 - SAP
 - Security
 - Service Management & SAM
-

THE WAY FORWARD/ACTIONS

- ALL SOs CONFIRM DXC PSO COUNTERPART
 - DXC to NOMINATE MISSING PSOs
- SO & PSO to DEFINE ENGAGEMENT PLAN and OPERATIONAL CADENCE UNTIL END of YEAR
- SO & PSO to :
 - VALIDATE SERVICE VISION
 - ELABORATE INNOVATION/CHANGE IDEAS ie:
 - PRIORITIZATION
 - VALUE of INITIATIVE/BUSINESS IMPACT
 - TIME HORIZON (NEAR, MID, LONG-TERM)
 - EASE of DEVELOPMENT and IMPLEMENTATION
 - RISKS & NEEDS
 - ...
- REGISTER for STEERING COMMITTEE SLOT to PRESENT and REVIEW STATUS and PROGRESS

