AXONIVY

Automation of the
change process at BKW

As one of Switzerland's leading energy companies, BKW Energie AG continuously invests in the renewal and expansion of its grid infrastructure. A new digital workflow solution ensures that changes to infrastructure data arising from construction projects are tracked promptly and seamlessly. This solution is based on Axon Ivy.

BKW carries out more than 700 construction projects every year in high-, medium- and low-voltage applications, plus grid connections. These are implemented either by BKW itself or with associated partner companies. The new grid infrastructures resulting from these projects must be documented promptly and completely. On one hand, this is needed in order to keep BKW's own inventory as up to date as possible. On the other hand, capitalizing investments also has an impact on future pricing. The challenge is that the changes have to be consistently tracked in several systems.

Background
BKW previously used its own in-house solution for managing the projects and changes. This database solution was only designed for changes in the NIS (BKW's geonetwork information system) and did not support the synchronization of data with other systems (e.g. SAP). In addition, the solution was technologically outdated and could not be expanded further.

In order to be able to obtain information on the status of ongoing construction projects and the open change requests at all times, BKW decided to automate the change process and introduce a cross-system and cross-organizational process automation platform.

"The new system allows us to actively monitor and control our change processes. We have chosen the right technology with Axon Ivy's process automation platform."

Marius Bongard, Head of Grid Information, BKW Energie AG

BKW

BKW Energie AG is an international energy and infrastructure company based in Bern, Switzerland. Thanks to its network of companies and skills, it offers its customers comprehensive holistic solutions. It plans, builds and operates energy production and supply infrastructures and offers digital business models for renewable energies.

Project goals
– Replacement of the old application
– End-to-end process management across several systems and organizations
– Active process monitoring and control
– Integrated electronic document handling

Project

The project was assigned to a department and implemented by a small project team. After just a few workshops, the requirements were defined and implementation could begin. Development was carried out by the Axon Ivy software factory in Vietnam using the agile Scrum method.

At just two and a half months, the actual development time was very short. Before the new solution was introduced, the existing change processes were also adapted and the organizational requirements established. At the same time, the some 200 users were trained and prepared for working with the new process solution. The solution was successfully put into operation six months after the start of the project.

Solution

The new solution supports both individual and collective projects. Planned projects can be entered in advance at the beginning of a year. These are initially approved for changes. There are usually several change requests for each project. The process workflow differs depending on the type of change (high-, medium- and low-voltage, grid connection or GPS).

The quality of the recorded data is ensured in the process by a multi-stage approval procedure. The course of the process and the individual approval steps are recorded. This means that any rejections can be seen at all times together with the corresponding reasons. The status of the changes is shown in the process portal. This makes it possible to actively control the process and intervene in the event of delays.

With the new solution, detailed process measurement data such as lead times, processing times, costs and rejections are available to BKW for the first time. This data can be evaluated and used to further optimize the process.

Operations

The solution is operated by Axon Ivy and made available to BKW as a Software as a Service (SaaS) cloud solution.

"The user friendliness of the solution is compelling. The amount of training required was minimal. It was immediately accepted by users."

Daniel Bögli, Head of Infrastructure Data Management NIS/GIS, BKW Energie AG

Achievement of objectives

100 % of all changes fully recorded
100 % data synchronization guaranteed across multiple systems
100 % process transparency guaranteed
100 % of the change documents integrated electronically
100 % expandability for additional systems and processes

Such an expansion step can lead to further significant increases in process efficiency, data quality and data topicality.

The resulting Change Workflow process solution is part of the strategic project DPNI (Data Process Network Information), which aims to achieve a sustainable increase in efficiency through the holistic consideration of data flows and the digitalization of network infrastructure processes.