

Case Study

Automatic distribution of critical information from SAP to external engineers, technicians and maintenance staff at Vestas

In this case study you will read about ...

- + how Vestas now distributes all information to their customers, engineers, technicians and maintenance staff directly and automatically initiated by document updates and changes in SAP DMS.
- + why Vestas chose to implement a generic service for document distribution, with a 1st consumer case of the 'Safety Alert solution' with SEAL Systems and Netcare International and how their tools are opening the way to S/4HANA and the cloud.



Vestas

The challenge

Vestas Wind Systems A/S, the contracting customer, is the energy industry's global partner on sustainable energy solutions. As the market leader, Vestas has installed more wind turbines across the globe than anyone else.

The company has been using SAP Document Management System (DMS) for 10 years to manage documentation for other SAP objects, such as materials. Today, more than 5,000,000 documents are in the system and more than 3,000 lookups are performed daily. By using a self-service portal () external user groups (engineers, technicians, maintenance staff and field service workers) have access to information on repairs, maintenance and much more stored in this SAP DMS. The challenge now was to deliver the portal users an URL that provides downloadable stamped PDF files with all the important information by using OData Services.

Vestas seeks to have 25% of all SAP DMS accesses done by OData Services by 2023 to transfer the SAP DMS data into an active repository for a multiple platforms landscape of PLM systems.



*„Vulnerability is the birthplace of innovation, creativity and change. SAP Document Management at Vestas Wind Systems is at its starting point towards a new generation of **integration** and utilization of SEAL Systems capabilities.“*

The project

Safety Alert Solution – automatic, secure and controlled information distribution:

To build a solution that would provide VestasOnline users with a link to the matched PDF documents when an alert on a wind turbine arises, Vestas contacted SEAL Systems and Netcare International. With both companies, Vestas had already realized other projects and was therefore confident of the success of this one. That was the starting point of a new partnership between SEAL Systems and Netcare International – a cooperation that draws upon SEAL Systems' in-depth expertise of document distribution, conversion and output management coupled with the advanced knowledge of SAP front-end and SAP integration that Netcare International possesses.

What Vestas wanted to achieve is to automate the process of distribution of crucial information gathered in so called 'Safety Alerts' to all user groups worldwide. Those Safety Alerts are a collection of relevant and continuously changing information that is created and stored in the system whenever warnings regarding critical situations for maintenance staff, engineers or field personnel are discovered and required to be made public. They are critical to ensure that urgent information is distributed to users when needed. It was important that the distribution occurs in a secure manner, with the information controlled (stamped) and the transmissions handled automatically when triggered by new updates or changes to specific documents in the SAP DMS.

A modern tool landscape to be prepared for the future:

After several workshops with all parties involved, the structure of a future document distribution system took shape and the first project of a Safety Alert solution for Vestas was a reality. It was clear that implementing the 'tools' and using standard elements would ensure future compatibility, including the transformation to SAP S/4 HANA, for Safety Alerts. These were mainly: The Elephant® by Netcare International, the Digital Process Factory (DPF) by SEAL Systems, a web-service interface and the OData-Services.

The Elephant®

is a new Fiori-based front-end solution for SAP DMS, replacing the EasyDMS platform that will be decommissioned. The Elephant® is built utilizing the latest SAP technology and integration methods and has created new functionalities in SAP DMS that have not been seen before.

Digital Process Factory

(DPF) is an engine for processing information, data, files and documents. Small processing modules, the working units, manage individual processing steps such as data retrieval, conversion, stamping, reporting and restoring and can be combined to form flexible processing sequences.

The benefits for Vestas

- Capability of automatic document distribution triggered on priority document updates in SAP DMS
- Release control, stamping and guiding function to ensure safety and awareness
- Individual 'Safety Alert' solution based on latest OData Services for integration as well as Fiori elements for easy handling of SAP DMS
- Future-oriented solution for easy migration to S/4HANA, as all tools are S/4HANA- and cloud-ready

The beneficial functionality in detail:

In the project SEAL Systems developed a SAP OData Service to collect the PDF originals from SAP API Management and pass them to the DPF for further processing. The DPF stamps the PDFs with stamping information from SAP and stores the finished document on a web server. A link to this document is generated and returned to SAP API Management again via OData Service. As a result, the URL to the stamped document finally ends up with the user of the VestaOnline portal. To meet the performance and usability requirements of the end-users and to replace SAP EasyDMS, the user interfaces are based on the front-end solution 'The Elephant®'.

The conclusion

Thanks to excellent teamwork and cooperation between all three parties, the generation and distribution of the Safety Alerts Solution has been developed and successfully installed on time. Now that the news of this newly implemented solution has spread throughout the company, other departments and project teams at Vestas are hoping to have their outdated document-related processes updated by the SEAL-Netcare-team.

Therefore, the next step is to develop a generic information distribution system based on the technology used and the experience gained during the Safety Alert project.

Quote from Vestas Wind Systems A/S

"Global IT at Vestas has a long history working with SEAL Systems. There has always been a close dialog between both companies. This task was groundbreaking as Vestas GIT is initiating their journey to utilize on OData services and SAP Document Management Systems. First step was to deploy The Elephant® as new SAP DMS UI solution and by that a proper OData foundation supporting SAP DMS. With this foundation and the close cooperation with SEAL Systems as well as Netcare International, we have received the first basic OData services that greatly solved the first use cases of the common project scope. These services were built by interorganizational cooperation and we definitely seek for more close cooperation in near future."

Per Moller Zanchetta, Project Leader and Responsible Senior Architect, Vestas Wind Systems A/S

The solution partners

Vestas Wind Systems A/S

is the energy industry's global partner on sustainable energy solutions. They design, manufacture, install, and service wind turbines across the globe, and with +140 GW of wind turbines in 85 countries, they have installed more wind power than anyone else.

Through their industry-leading smart data capabilities and +120 GW of wind turbines under service, they use data to interpret, forecast, and exploit wind resources and deliver best-in-class wind power solutions. Together with their customers, Vestas' more than 29,000 employees are bringing the world sustainable energy solutions to power a bright future.

Netcare International

provides innovative solutions to enhance customer's SAP DMS. With a proven background in development and installation of SAP systems and products the company rises to take the mission of finding new solutions to complex challenges in the SAP environment.

Netcare International offers a new and improved interface to SAP DMS, , as well as providing a whole library of OData elements which will open a new world of SAP DMS integration with other platforms.

SEAL Systems AG

is an owner-managed company and the market leader for company-wide output management, document and file conversion and publishing solutions. Their software portfolio is available for operation in own data centers as well as for the cloud. Also hosting for customers is provided as managed services. More than 130 employees take care of individual customer requirements, such as those of Vestas Wind Systems, which are implemented quickly and specifically.

Quote from Netcare International

"We are very excited about our partnership with SEAL Systems and know that the combination of our extensive skill sets will lead to further solutions, improvements, and services in an evolving market. In addition, our software product, The Elephant®, offers a fantastic new interface with extended functionality that the users of EasyDMS have been requesting for some time.

As a proud partner of SAP, we are confident that our products and services can help drive SAP DMS forward and greatly benefit the users."

Finn Schnohr, Founder of Netcare International

Quote from SEAL Systems AG

"With the 'Vestas project' we had a great start into the young cooperation with our new Danish partner Netcare. With joint forces we could benefit of the existing symbioses and quickly understand the challenging requirements given by the use case that for some time gave not only field personnel at Vestas a hard time.

Due to the professional teamwork also of the project members from Vestas that were participating from around the world as well as the expertise each party brought on the table the intended goals were reached in time."

Basem Nime, Account Manager, SEAL Systems AG

Contact

Do you have questions on this topic? Contact us!

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