

SpagoBI suite at ENEL, Italy's largest power company and Europe's second listed utility by installed capacity

ENEL, ITALY'S LARGEST POWER COMPANY, CHOOSES SPAGOBİ SUITE TO OPTIMIZE END USER SERVICE MANAGEMENT

Key Words:

- SpagoBI
- Open Source BI
- Business Activity Monitoring
- Process monitoring



Organization

ENEL

Market

Energy & Utilities

Status

Power Company

Mission

Create and distribute value in the international energy market

Objective

Optimize end user service management

Country

Italy

OW2 Project

SpagoBI suite

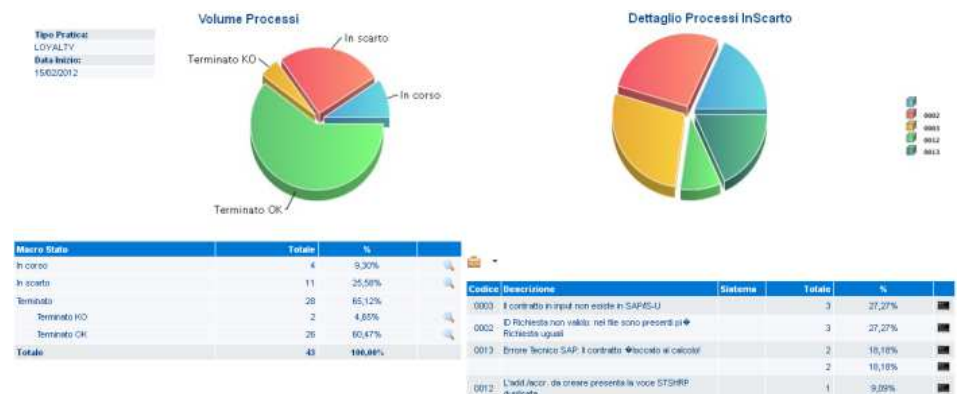
SpagoBI suite has allowed the automated process management, through the development of a Business Activity Monitoring application. This enables managers to monitor processes, minimize gaps and consequently maximize the company's profit.

A full open source BI suite for Business Activity Monitoring

ENEL has adopted SpagoBI suite within the MUTI (Unified Tibco Middleware) project. This project focuses on the automated management of the processes run within TIBCO product, allowing the realization of a Business Activity Monitoring application that exploits the information generated by these processes and stored in a dedicated DBMS.

A significant improvement of process monitoring

This solution has been issued to the various ENEL's departments in order to allow managers to keep running processes under direct control, so as to monitor and minimize the gaps (anomalous situations) in processes and consequently maximize the company's profit.

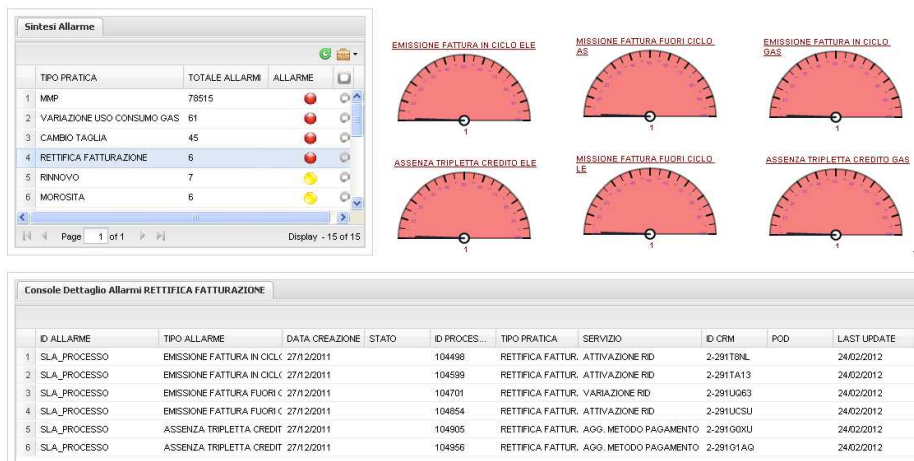


Picture 1: SpagoBI suite supports process analysis

Application domains and implemented BI tools

The implemented features concern the following functional areas:

- Processes:** to analyse the process status and view detailed data as well as the history of each single process
- Gaps:** to analyse gaps, allowing users to modify data and submit gaps back to reprocessing
- Alarms:** to monitor the alarms generated by processes, visualizing them on a cockpit
- Services:** to perform statistical analysis on services, which are the prime element of all processes
- Configuration Management:** to allow administrators to modify some tables thanks to the write-back functionality provided by SpagoBI MDM (Master Data Management) engine.



Picture 2: SpagoBI suite supports alarm analysis

This project is based on the following analytical and operational tools:

KPI: Key Performance Indicators defined for each process in order to monitor the quality indicators in a systematic and proofed way.

Console RT: to monitor processes and alarms in real-time on a cockpit and modify their status by means of write operations

Graphs: to perform historical data analysis

Reports: to perform well-structured real-time data analysis and historical data analysis

Master Data Management: to modify data in the DBMS.

Key Benefits SpagoBI suite proved to be a great asset to:

- Eliminate any licence costs and maximize the company's profit
- Produce high-level analysis, for an immediate and intuitive data inquiry
- Bring innovation into the Energy & Utilities domain through a cutting-edge BI suite

Professional Support

It is provided by SpagoBI Competency Center of Engineering Group (www.eng.it), one of the top 10 European IT companies and the largest Italian independent, privately-owned IT player, which founded and manages SpagoBI, the only entirely open source, complete and flexible Business Intelligence suite. (www.spagobi.org).



OW2

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