



# OneIT PROJECT



Due to the increasing number of applications and the use of different systems, the accurate analysis of data and the automation of operational business processes for EWE Turkey Holding became a necessity.

The project which completed in three phases, has enabled EWE Turkey Holding to monitor IT processes, consolidated holding budget and project management processes from a single screen.

## Data-Driven Business Decisions

- Business decisions can be made on single version of truth.
- Manual data manipulations and errors were prevented with automatic data transfer.
- Workload losses due to report running times have decreased.
- Repetitive periodic report preparation efforts were eliminated.
- Data quality has been significantly increased.
- Efficient interaction and service quality have been achieved.
- User-friendly screens and dashboards has simplified data analysis capabilities.



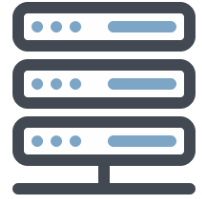
Consolidated Reporting



Service Quality Increase



Time Saving



Server Continuity

After improving and cleansing the data with Obase expertise, data warehouse structure was created over SAP ERP & BW to serve Microstrategy for Business Intelligence applications and reporting.



*OneIT project has enabled us to increase our operational efficiency with automated data transfer and to make objective business strategies on single version of truth.*

Gökhan Ekşi  
Retail and Trade Applications Manager  
EWE Turkey Holding

In the first phase of the project, Ewe Enerji A.Ş. Sales Department has enabled to track monthly usage statistics, distribution channels, meter statistics, number of contracts, map integrations also at city level of individual contracts in daily basis from a single screen in historical and comparable format. Using MicroStrategy Business Intelligence platform data entry feature from web and mobile interfaces to enter dealer information to a single platform has prevented duplicate records.



The OneIT Dashboard, live on May 2018, consists of a home screen and three separated screens. Authorization on sub-group company level and budget category, the top executives can reach their details on their budget KPIs by using their iPads and able to make data-driven decisions for the planned and ongoing strategies and leading the company by assigning the relevant business unit via Dashboards. Daily / monthly / yearly basis summary reports which are prepared for the Top Management provides daily basis data on score cards.



Users can effectively analyze their targeted / actual data accordingly with their authorization mechanism with multi-layer security structure.



### 7% Increase in # of Tickets Closed

With the IT Ticket Tracking platform, the EWE Holding, EWE Energy, Bursagaz, Kayserigaz, Enervis IT servers, downtime rate, average solution time, open-waiting and closed tickets were analyzed and the number of tickets closed increased from 89% to 96%. Support Team KPIs have become monitorable in employee level.

Enabling to track projects that are completed and ongoing; optimization and analysis of active project numbers, process details and operational KPIs for each company became possible. Project phases and details have been enabled to be monitored via consolidated reports on scorecards.

EWE Turkey Holding A.S. was founded at the beginning of 2007 and is based in Istanbul, Turkey. Through this wholly owned subsidiary, EWE AG holds majority stakes in the regional gas suppliers Bursagaz A.S. and Kayserigaz A.S., the trading company EWE Enerji A.S. and Enervis Enerji Servis A.S. EWE Turkey Holding A.S. manages EWE's sale and transport activities in the Turkish natural gas market. Since 2016 EWE Turkey Holding is also active in the telecommunications market by having fully acquired the company Millenicom Telekomünikasyon A.S.

Having commenced operations in 2009, EWE Enerji is one of the leading players in the natural gas trade in the Turkish market. As the biggest player within the Turkish gas industry after BOTAŞ, EWE Enerji holds the leading position having the biggest private wholesale portfolio in Turkey with an annual trade volume of 2.5 billion m3.