

Customer Case: Alpiq

Keto[®]



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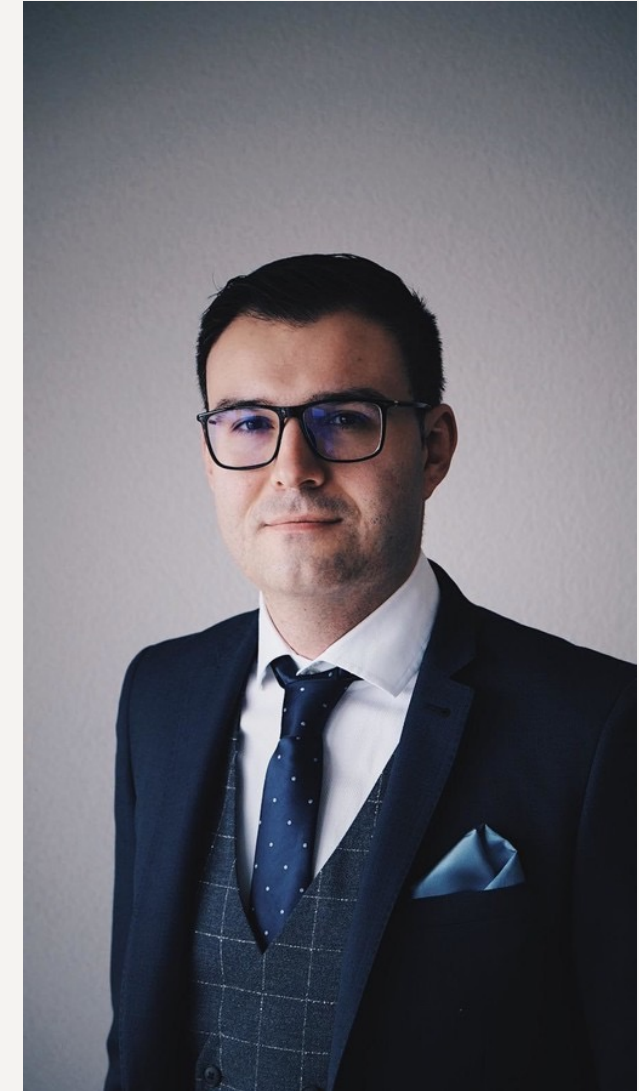
Alpiq is a leading Swiss energy services provider and electricity producer in Europe.

The Alpiq logo is displayed in a large, bold, orange font. The letters are thick and blocky, with a slight shadow effect. The 'Q' has a unique design with a small tail that loops back.

Nowadays, Alpiq is a profitable company with a robust business model. This is based on operating and selling Swiss nuclear power, highly flexible Swiss hydroelectric power, and flexible gas-fired combined-cycle power plants in Italy, Spain, and Hungary, as well as wind and photovoltaic plants in multiple European countries.

This is supplemented by the operation and marketing of third-party plants, a European energy trading business, and direct energy sales to business customers in Europe.

As IT Enterprise Project Management Officer, Sladjan Petrovic, together with his team, is responsible for defining the portfolio management process, ensuring the project controlling, supporting project managers in the execution of their projects, providing training materials, templates and policies, and ensuring that the governance at Alpiq is set up correctly.



Establishing a Project Portfolio Management system

In order to establish the portfolio management at Alpiq for IT related projects, the first measure was to create an Excel list in which all current projects were listed.

“We encountered the limitations of the Excel list relatively quickly because we realized that even though we could create some transparency, we were not able to develop ourselves further. Above all, topics such as resource planning, clean budget planning, and project status reporting could not be handled with Excel. Thus, we had to look for a suitable tool.”

As a result, an evaluation of various portfolio management tool providers was made. However, since no suitable candidate was found at this time, it was not reasonable for Alpiq to introduce a new tool yet.



A year later, Mr. Petrovic received the recommendation from a colleague in another department to look into Keto Software as a possible solution. Therefore, the previously listed criteria were brought up again and compared with Keto’s project portfolio management tool and it turned out to be the right fit for Alpiq’s needs.

More transparency and better data quality

As a next step, the tender document was sent to Keto's experts. After an evaluation and self-assessment against the listed criteria, Keto provided feedback on each of the functionalities required by Alpiq.

"Keto performed very well, also in comparison to other providers, in terms of our requirements", says Mr. Petrovic who is very satisfied not only with the introduction of Keto's solution but also with the result.

"The implementation process of Keto was very easy and straightforward. Thanks to the tool, **we are now able to manage projects and resources in the portfolio and track and measure them transparently and in real-time.**"

Alpiq introduced the Keto5 platform in 2020 and is therefore still in an early stage. Nevertheless, the impact of Keto Software's platform is already noticeable.

Mr. Petrovic sees advantages that Keto has brought for Alpiq above all in the **data quality** and the **enhanced information content** about the projects.

"We have been able to **increase the maturity in project management** by establishing a workflow with various phases that a project must run through, including the appropriate governance bodies that do the project approval."

In addition to features such as **portfolio management, risk management, and status reporting**, Alpiq was recently able to introduce **resource management**, which allows for detailed planning of resources on the projects.

An important measure, since the reason why projects are not completed on time, is usually due to resources, as responsibilities are not planned efficiently.

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“With Keto, we have the possibility to assign resources to projects, get those approved by their line managers and if needed to reschedule again.

The different views on resources allow us to elaborate under- and over capacities per employee or project. By optimizing the assignments, **we can increase efficiency.**”



As a human-centric platform, Keto enables customization by **adapting to the customers’ needs and individual processes**. Mr. Petrovic describes what this means for Alpiq as follows:

“In addition to the functionalities that are available in Keto by default, also **our specific requirements can be covered** because Keto is modularly structured as a platform. This is extremely beneficial for us.”

To achieve this high level of customization, Keto's team of experts is in close contact with the customers. Thereby, ideas are being exchanged on how to further develop the product; for instance, which functionalities are missing or not running smoothly yet.

This kind of collaboration and direct feedback is highly appreciated by Keto's experts, as it allows them to improve Keto Software's tool in a customer- and practice-oriented way.

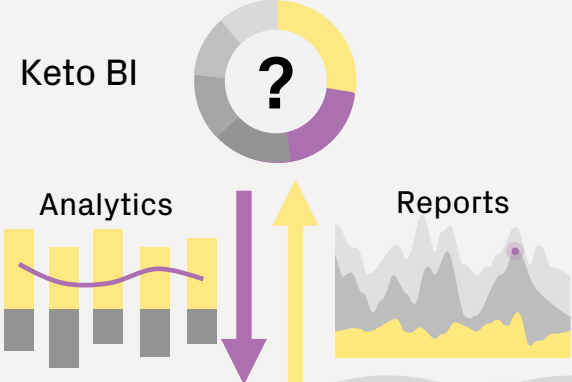
“The cooperation with Keto works very well. Something we really appreciate is the **possibility to have input on the development of Keto**. We can influence basic standard functionalities that also other customers can use, or at least provide feedback on what is desired and where Keto can be improved.”

Full Transparency to Innovation and Development

Challenges

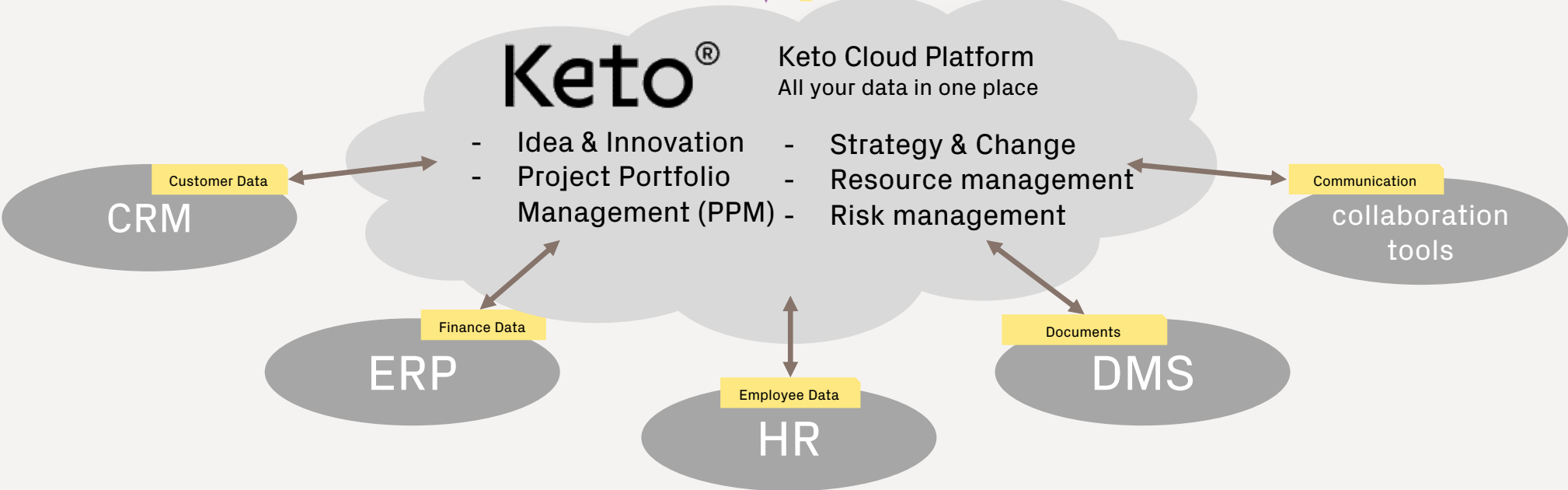
- Lack of financial transparency
- Poor project predictability
- Inefficient reporting
- Critical business decisions hidden in spreadsheets and meeting minutes

Top Management Insights



Solutions

- Offer full transparency to innovation investments for the first time!
- Optimize your resources on innovation
- Measure innovation profitability
- Increase Return On Innovation



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