

Eurowag: Using Enhanced Change-Control Planning Tools to Optimize Digital Services Innovation

W.A.G. payment solutions a.s. (Eurowag) is a leading pan-European integrated payments and mobility solutions provider for the commercial road transport sector. The company offers a comprehensive suite of services connecting business owners, drivers, dispatchers, and accountants with merchants in the fuel and alternative energy networks, toll and tax authorities, and other roadside and mobility service providers.

To deliver innovative digital services, Eurowag must constantly upgrade its solution landscape. Running parallel, interconnected, and mutually dependent projects means a delay in one project can postpone the deployment of long-planned critical functionalities in another. When unexpected technical conflicts of parallel projects caused numerous escalations and delays, Eurowag called on **trusted services and expertise** to build a proof of concept to simplify assessing the scope of required changes.



Transforming Change Request Management with Help from Premium Engagements from SAP® Services and Support

EW EUROWAG

Before: Challenges and Opportunities

- Delivery of innovative services to customers reliant on continual upgrades to its IT solutions, requiring management of parallel, interconnected, and mutually dependent projects
- Unexpected technical conflicts of parallel projects, causing numerous escalations and delays
- Insufficient performance capacity to manage increased data volume

Why SAP

- Investment in advanced ERP built on SAP S/4HANA® Cloud, private edition in a Microsoft Azure cloud environment
- Access to SAP ActiveAttention® services, part of the premium engagements portfolio from SAP® Services and Support, to review its change management process and conduct a gap analysis
- Change and deployment management best practices for application lifecycle management and a better understanding of the road map for SAP solutions

After: Value-Driven Results

- Enabled more-accurate project planning with increased efficiency in orchestrating development and configuration changes
- Reduced escalations and project delays
- Gained visibility into release management
- Increased deployment accuracy, reducing deployment times from hours to minutes
- Readied the business to further optimize custom code management on SAP S/4HANA Cloud, private edition

“Our **ongoing digital transformation** places high demands on the IT team and business users. Thanks to SAP ActiveAttention services, part of premium engagements, we have a reliable tool for managing and planning our projects and changes.”

Václav Dorazil, Vice President of Data and Digitalization,
W.A.G. payment solutions a.s.

Zero

Deployment errors since going live with the solution

3 weeks

Required to implement the solution

SAP Services and Support

W.A.G. payment solutions a.s. (Eurowag)
Prague, Czech Republic
www.eurowag.com

Industry
Professional services

Products and Services
Payment and digital services for road transport companies

Employees
1,050

Revenue
€160 million

Featured Solutions and Services
SAP S/4HANA Cloud, private edition; SAP Solution Manager; SAP ActiveAttention; and SAP Services and Support

