



SAPinsider
SUMMITSERIES
**Technology
& Innovation**

October 24-25, 2024 | Dallas

**Optimizing Operational
Efficiency: Digital
Transformation by
Leveraging BTP through
Integrating
SuccessFactors & Concur**

Laxman Challa

Digital Transformation & Innovations,
Southwest Gas Corp



SOUTHWEST GAS

What We'll Cover

- About SWGAS
- Business Needs
- Challenges with Non-SAP App for QR Code
- Why SAP BTP
- New Architecture by Leveraging SAP BTP Services
- Benefits
- Concur Receipts Download Challenges
- New Architecture
- Benefits
- Lessons Learned
- Roadmap

Southwest Gas



Southwest Gas services additional towns and unincorporated communities not labeled but lie within the areas shown above.



A dynamic energy company committed to exceeding our customers' expectations by providing safe, reliable and affordable service while innovating sustainable energy solutions to fuel our communities' growth.



SOUTHWEST GAS

Recognition



95% Customer Satisfaction the last seven years



America's Best Mid-Size Company 2024
presented by TIME and Statista Inc.





- Requirement from the Operations Department.
- A field inspector visits the worksite and scans the e-wallet QR code presented by the field operator prior to commencing tasks.
- Upon successful scanning, the application retrieves the operator's qualifications from both SuccessFactors LMS (SaaS) and Employee Central.
- Only after the inspector verifies the operator's qualifications can the operator proceed with the field tasks.



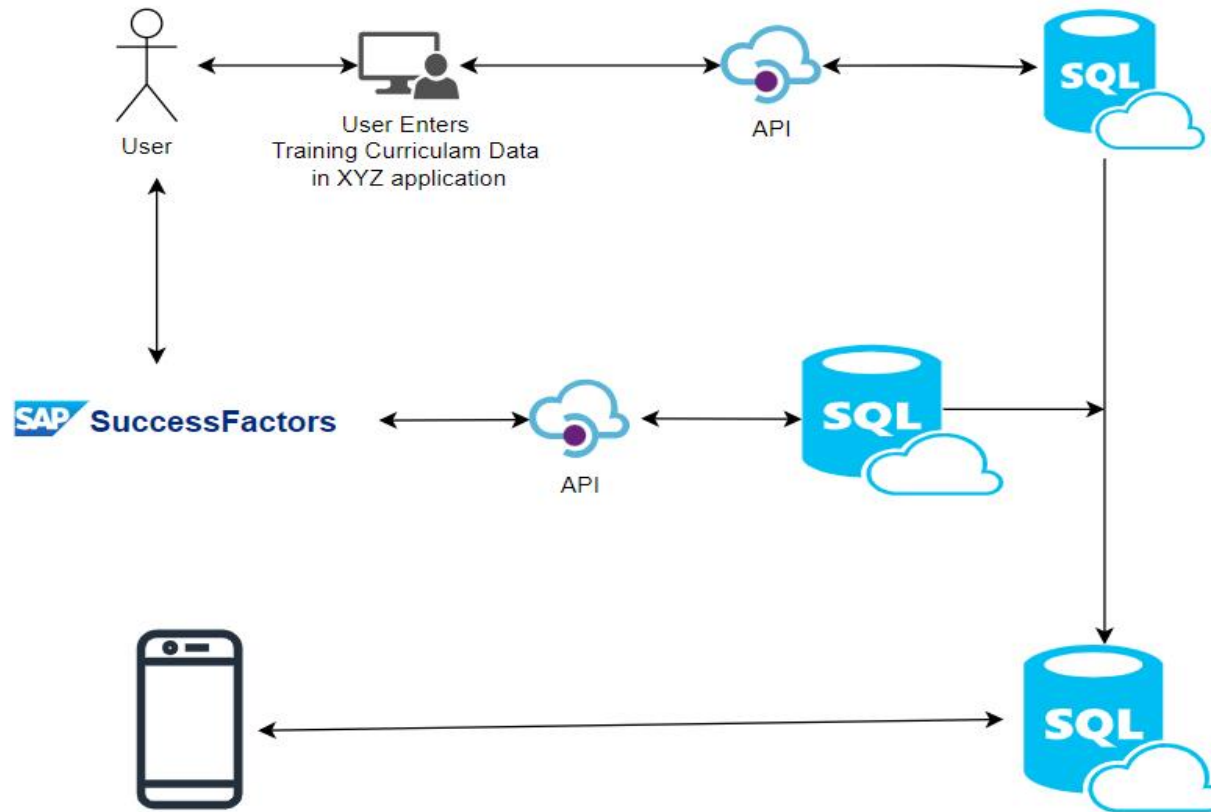
XYZ (Non-SAP) QR Code Scanner (Past)



| | |
|----------|-------------|
| UserID | ABCD |
| Email | abcd@xy.com |
| Employer | xyz |
| Divison | IT |

| CurriculumID | Required Date | Completion Status | Status Icon |
|--------------|---------------|-------------------|-------------|
| | | | |
| | | | |
| | | | |
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Non-SAP Integration Landscape (Past)





→ Unreliable Performance.

→ Incomplete Data.

→ Slow Updates.



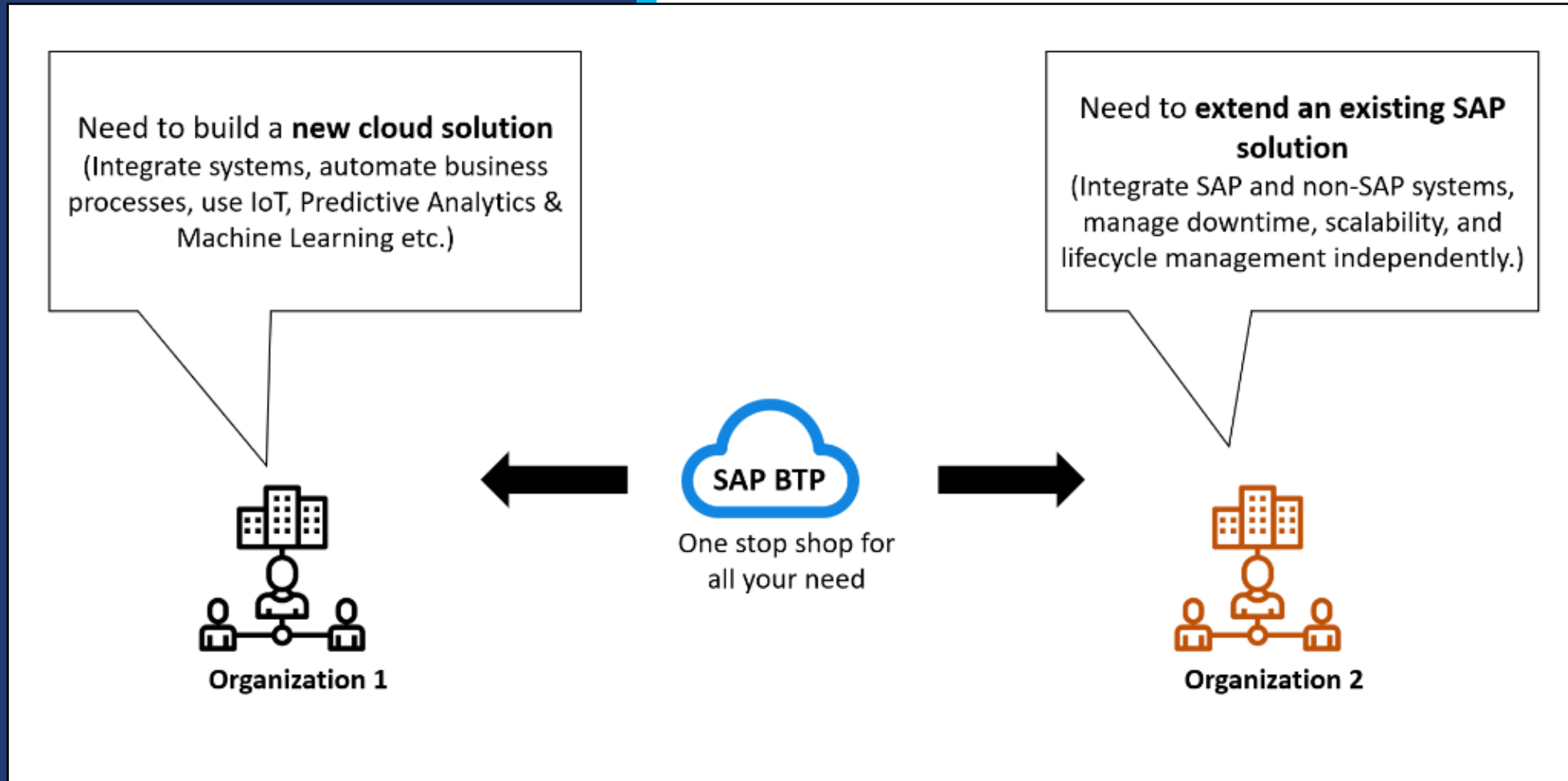
→ Data Replication Concerns.

→ Vendor Lock-In

→ Poor Support.



One Stop Shop for All Your Needs



Our SAP BTP Pillars

Application
Development

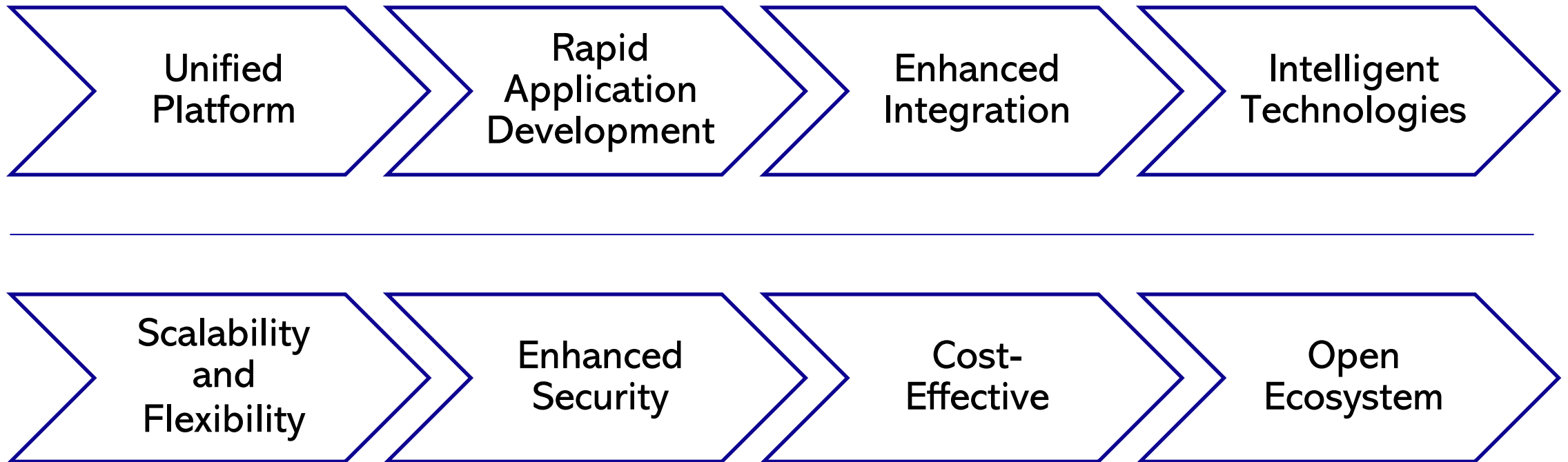
Automation

Integration

Data and
Analytics

Artificial
Intelligence





KEY FEATURES

- Visual development
- Pre-built components
- Integration capabilities
- Cross-platform compatibility
- Enterprise-grade features

WHO BENEFITS?

- Citizen developers
- Professional developers
- IT departments



KEY FEATURES

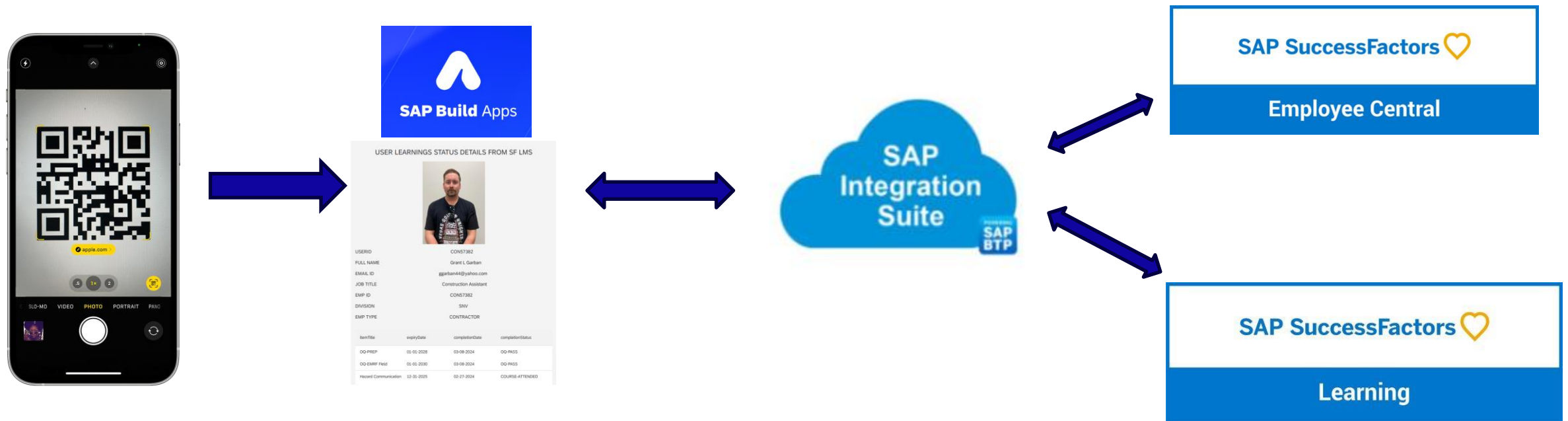
- Data Integration
- Process Integration
- API Management
- Event-Driven Integration
- B2B & Cloud Integration

BENEFITS OF USAGE

- Improved efficiency
- Enhanced data management
- Increased agility



Our New Architecture



BEFORE

Complex Landscape

Poor Support.

Vendor Lock-In

Data Replication Concerns.

Slow Updates.

Incomplete Data.

Unreliable Performance.



NOW

Agnostic Platform

No Installation Required

Unique QR Codes

Streamlined Qualification Verification

Comprehensive Data Retrieval

Real-Time and Secure


Cloud-Based Solution

Internal Control

Scalability and Adaptability

Web and Mobile Look & Feel


USER LEARNINGS STATUS DETAILS FROM SF LMS



SERID: CONS7382
FULL NAME: Grant L. Garban
EMAIL ID: ggarban44@yahoo.com
JOB TITLE: Construction Assistant
EMP ID: CONS7382
DIVISION: SNV
EMP TYPE: CONTRACTOR

| ItemTitle | expiryDate | completionDate | completionStatus |
|----------------------|------------|----------------|------------------|
| OQ-PREP | 01-01-2028 | 03-08-2024 | OQ-PASS |
| OQ-EMRF Field | 01-01-2030 | 03-08-2024 | OQ-PASS |
| Hazard Communication | 12-31-2025 | 02-27-2024 | COURSE-ATTENDED |

USER LEARNINGS STATUS DETAILS FROM SF LMS



USERID: SXPF
FULL NAME: Sougata Pal
EMAIL ID: Sougata.Pal@swgas.com
JOB TITLE: Analyst II/App Svcs/Technical
EMP ID: 39692
DIVISION: CORP
EMP TYPE: EMPLOYEE

Search...

Search...

| ItemTitle | ReqDate | StatusIcon |
|--|------------|------------|
| Radio and Telephone Etiquette Training | 12-28-2024 | ✓ |
| Hazard Communication eLearning - Rev 2 | 12-31-2025 | ✓ |
| CYBERSECURITY - 2024-08-12 Q3 Training | 09-18-2024 | ✓ |
| Emergency Plan - Annual Review eLearning | 12-31-2025 | ✓ |
| General Security Awareness SWG eLearning - Rev 3 (Please complete in CHROME) | 12-31-2025 | ✓ |



- ➔ **Financial Compliance**

- ➔ **Data Analysis and Reporting**

- ➔ **Improved Audit Efficiency**

- ➔ **Risk Mitigation**



- ➔ **Fraud Prevention**

- ➔ **Regulatory Requirements**

- ➔ **Increased Visibility and Transparency**

- ➔ **Enhanced Data Quality**

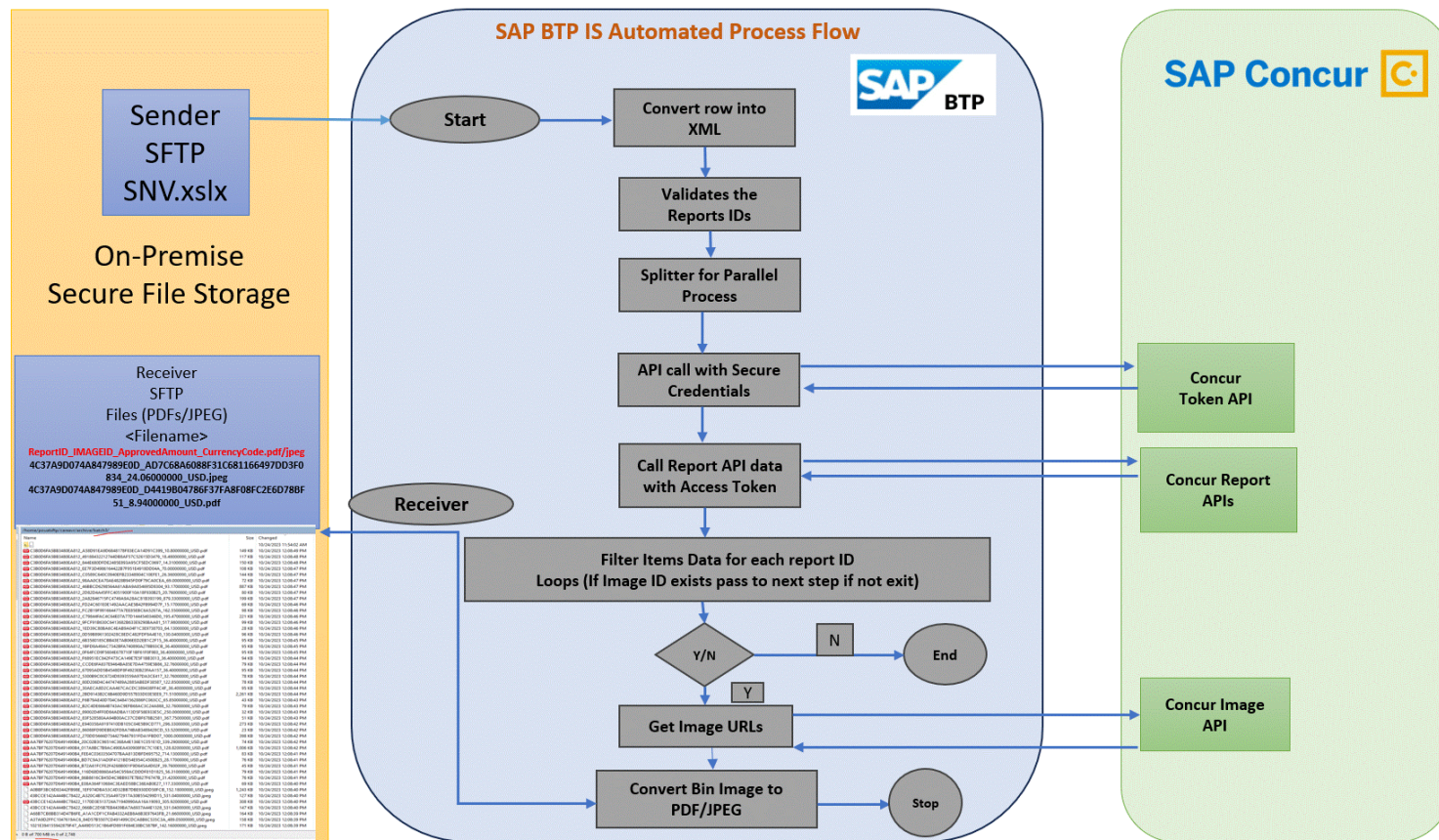


- Cumbersome item-level receipt image identification
- High risk of human error
- Delayed expense reimbursement
- Difficulty in matching receipts to expense items

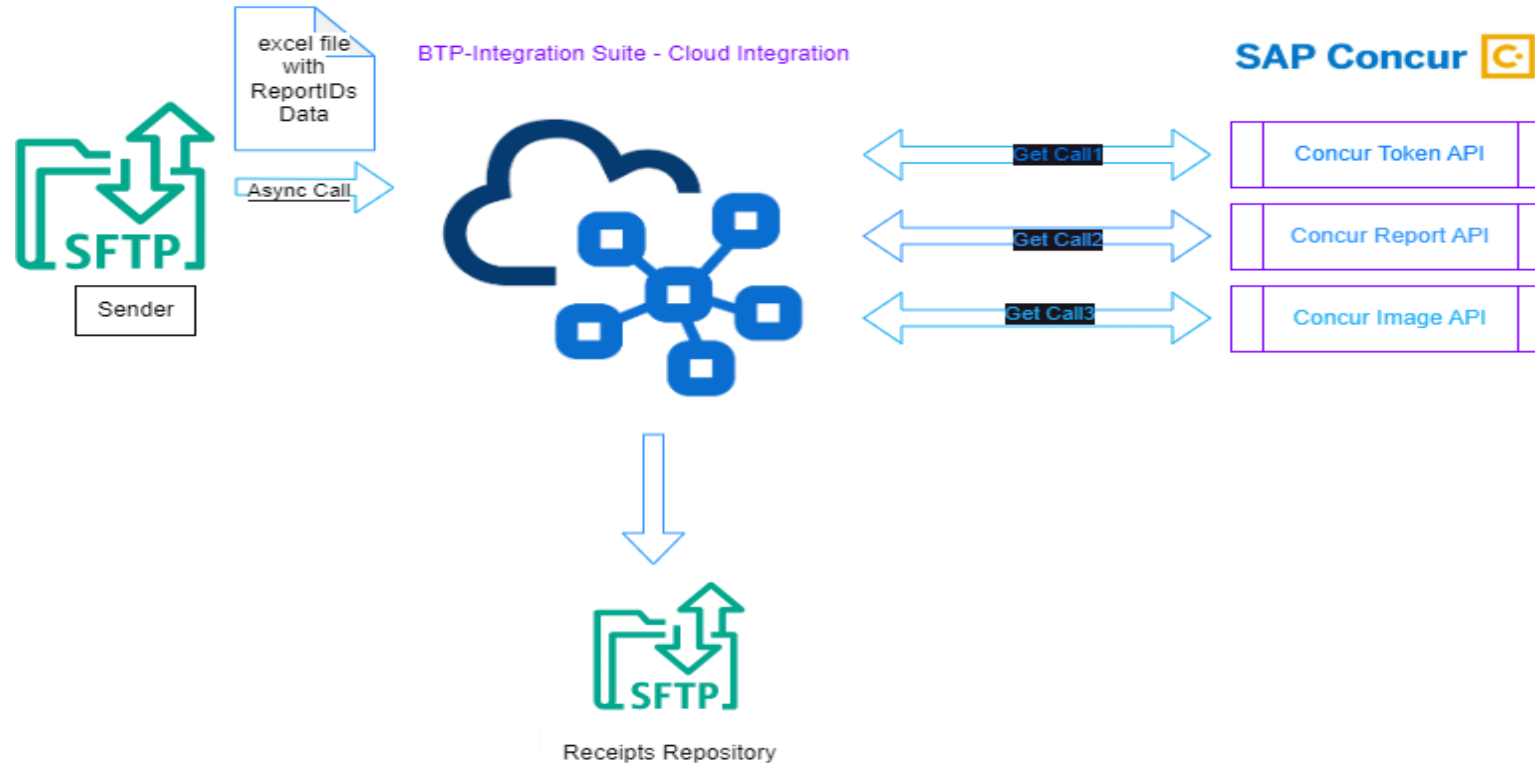
- Time-consuming manual process
- Inefficiencies in expense reporting
- Difficulty in matching receipts to expense items
- Non-compliance risks



Our New Architecture Flow



Flow Process Steps in SAP BTP-IS



1. BTP-IS picks up the excel file which contains the ReportID
2. Once the excel file is picked by the BTP-IS, It converts the excel Data to XML
3. Once the data is converted to XML, Integration process identifies the unique records of Report IDs
4. We have different APIs from Concur to fetch the Item level Receipts. It is not straight approach
5. We need to call first token API to get the access token from the Concur
6. Using the access token, our Integration process / Artifact calls the second API which is Report API to the Item level records.
7. Once we receive the Item level records, Integration Process checks the each item in a loop whether the item is existed with the receipt.
8. If the Item is existed with the receipt then our BTP-IS-CI artifact picks the receipt and send it to the SFTP repository.
9. If the item is not existed with the receipts then the process ends and runs to check for the next item.



- **Highly secure**

- **Robust performance**

- **Dynamic filenames**

- **Accurate receipt fetching**

- **Scalable and customizable**

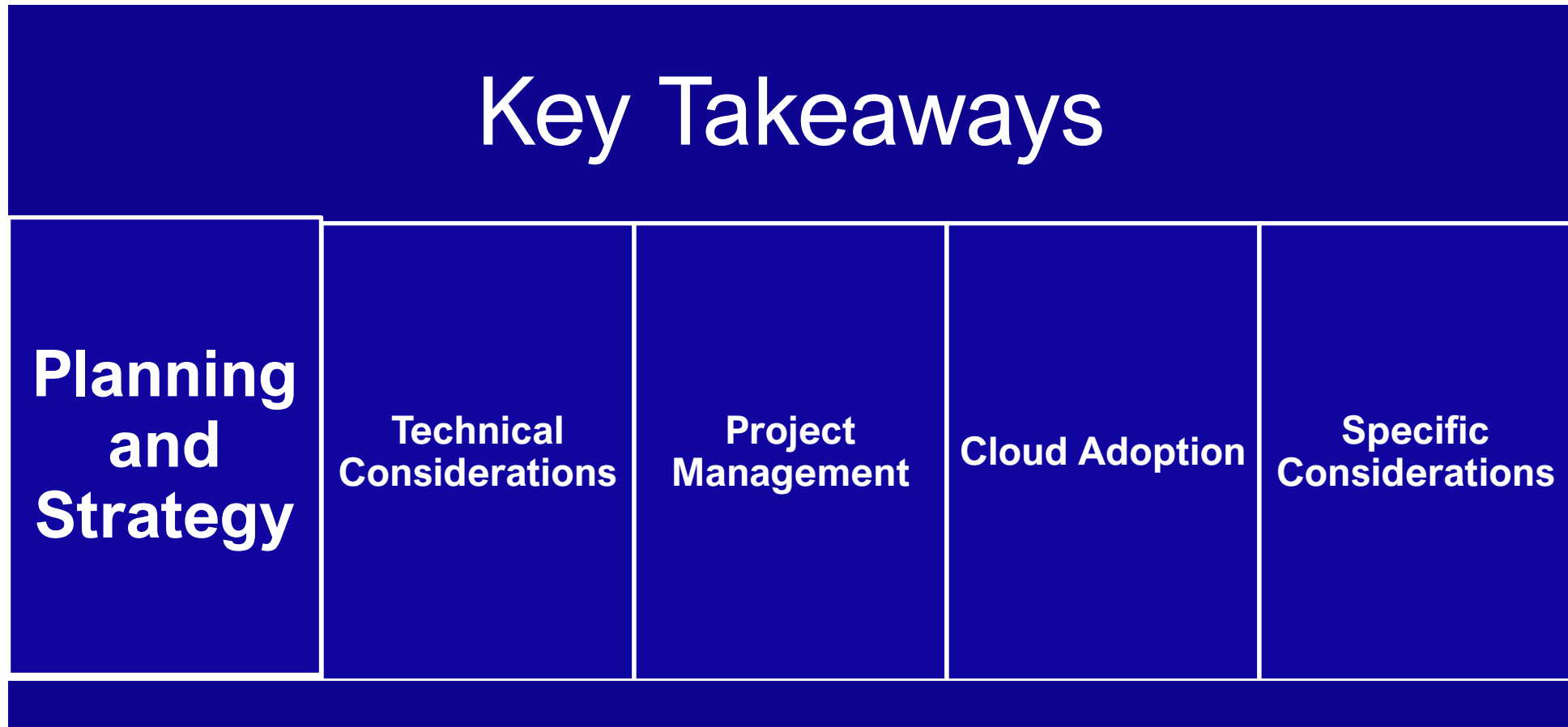
- **Future-proof design**

- **Improved productivity**

- **Timely and accurate data transfer**



Lessons Learned



The Roadmap Ahead – Keep Innovating

SAP Joule
& Core AI

- Building Intelligent Application
- Natural language understanding
- Integration with SAP BTP



2024 SAP Innovation Excellence Award



SAP for Utilities

Presented by
ASUG Best Practices



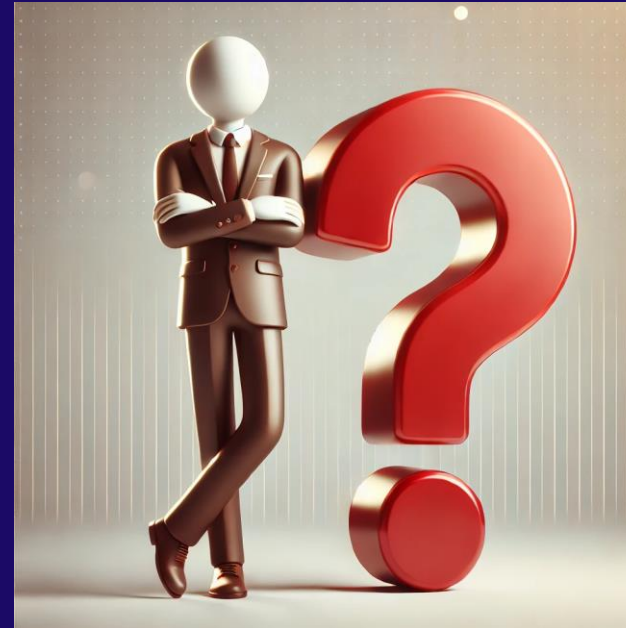
SOUTHWEST GAS



Thank you!

SAPinsider Technology & Innovation Summit [October 2024](#)

Questions?



Thank you! Any questions?

Laxman Challa

Please remember to complete your session evaluation.

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