

The creation of the Business to Employee MyEni Portal

REALTECH Italia has implemented for Eni a Business to Employee (B2E) Portal based on mySAP Enterprise Portal technology. REALTECH Italia's eXtended Relationship Management Solutions department contributed to create the MyEni Portal for the use of all Eni employees working in Italy and around the world, as a unique, simple and secure means of gaining access to Group's information as well as to its services and resources.

: success story

Eni



Collaborating with REALTECH, the goal of the project was to:

- **Improve efficiency and quality of work by standardizing information and tools, by optimizing the management and dissemination of knowledge, and by continually updating information and services.**
- **Facilitate managerial tasks by decentralization, empowering managers with business tools and skills for staff management and development.**
- **Strengthen the Group's identity and the integration between the business and corporate areas.**



ENI Headquarters





Eni is one of the largest integrated energy companies in the world. It operates in the fields of oil, natural gas, electricity generation and engineering and related services in which it enjoys an excellent reputation and strong market positions on an international scale. The company is present in over 70 countries with more than 80,000 employees.

REALTECH Italia and the MyEni project

The Portal is an entry key through which each employee has personal access to all application and utility systems that the company makes available, for the specific working and informational requirements. The Eni Portal has four macro areas, as well as a number of support tools.

The first area, called **MyWork**, is geared to the single user and allows access to the main Group and departmental applications and information that support working activities, such as the SAP systems, e-procurement, HR services and so on. The **MySelf** area provides access to personal-utility applications and information (connection to the Staff Administration Service Center, consultation of the staff information system data warehouse, etc.), and to departmental resources. The knowledge area, named **MyKnowledge**, is the most complex area, one on which Eni Corporate University will devote much time and will require wide contribution from all Group's technicians and professional and managerial staff. The fourth and last area, **MyNews**, contains relevant Group's communications, as well as general news.

A gradual approach and the effectiveness of the end-result

To ensure the project evolved gradually, a step-by-step approach was implemented for each Organizational Unit (to be understood as a homogenous group of people structured as a coherent unit to

achieve company goals and objectives). This approach met the objectives of achieving greater effectiveness as a result of the Portal's implementation and improving the efficiency of single job management.

For each stage of the project, the following activities were to be carried out at the same time as developing and placing the enabling platform (basic portal roll out) into operation:

- Final Portal activation of the "N" Organizational Unit according to what has been defined during the technical/operational study realized during the previous stage. During the previous stage the "N" Organizational Unit has already been 20% implemented.
- Technical/operational study for the Portal activation of the "N+1" Organizational Unit and subsequent 20% implementation.

This progressive approach increased confidence in reaching the project objectives: The initial applications Portal activation (20%) allowed the proposal to be synchronized with client and user expectations through the collection and analysis of feedback. The second phase allowed the final integration to be implemented.

For each stage the following activities were undertaken:

- Definition, integration and portal activation of the application functionalities for the dominant Organizational Unit of the stage, in support of the different company procedures and roles.
- Definition of the application functionalities for the Organizational Unit analyzed during the stage, and subsequent integration of the first application functionalities in the Portal for the purpose of stimulating feedback for their accurate and complete integration in the following stage.
- Extension of the "knowledge management" system on the basis of the contents agreed with Eni and transmitted to the project team through the person in charge of the specific area within the project.

The technological solution

MyEni was set up using mySAP Enterprise Portal technology and the SAP ProCents methodology. In order to provide a high level of reliability and guarantee good response times even in situations of maximum load, the implemented architecture is a 'distributed' type, which also satisfies scalability and Fault Tolerance requirements.

Specifically:

- A front-end system with a Web server network in load balancing.
- A clustered back-end system.
- Lock server, PCD and DB server.
- A redundant LDAP system, ensuring maximum availability.

This configuration not only allows MyEni to avail itself of a noteworthy modular solution which operationally follows its quantitative growth requirements, but also ensures an increase in the processing capability of its servers through dynamic applications and the new functionalities gathered by the system.

The choice of Fault Tolerant technologies, such as those provided by MSCS Cluster for the lock server, PCD and database, ensures the maximum availability of the service within the applications infrastructure, a fundamental factor in always ensuring the highest quality of service to the end users.

Quality, scalability, flexibility, speed in the visualization of the pages, cost effectiveness (due to the replacement of the existing intranets) and advantages in the operating activities of the systems are just some of the advantages of the MyEni Portal.