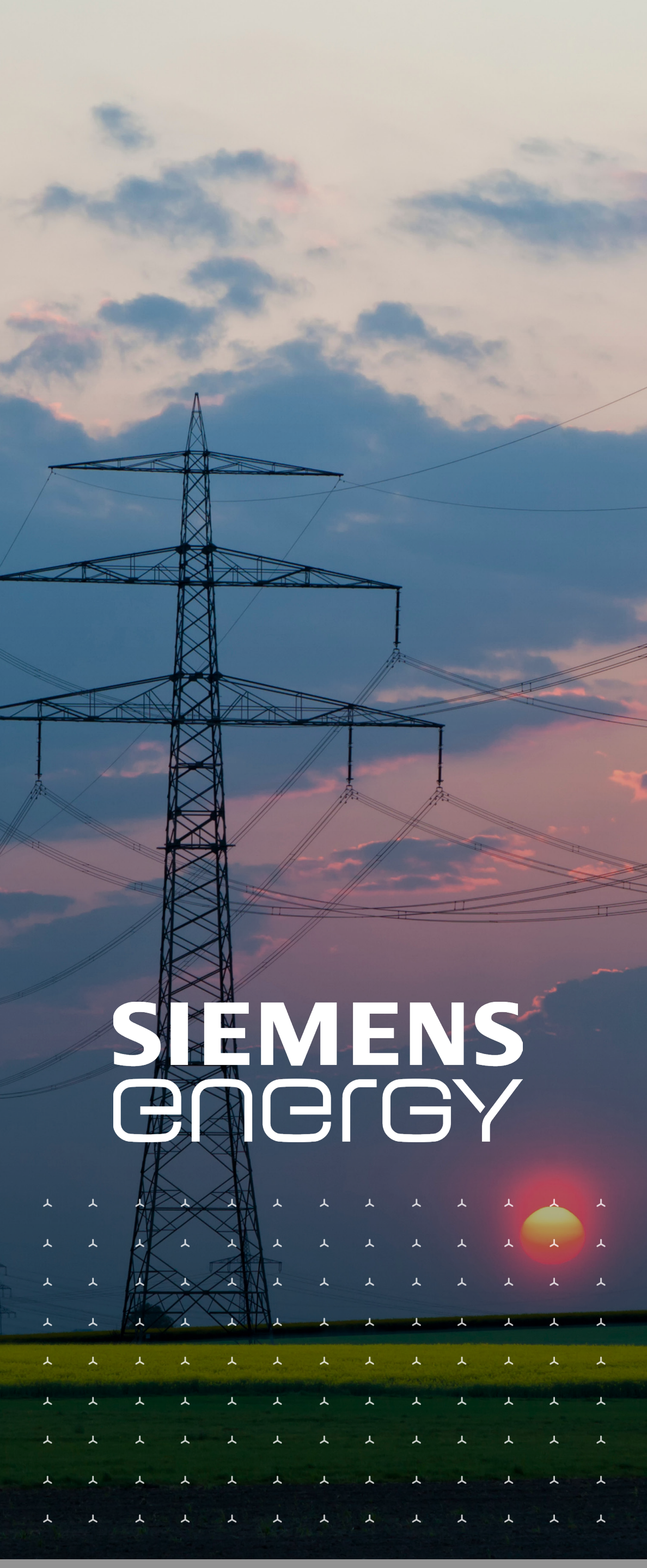




CUSTOMER STORY

Standardization Meets Speed: Siemens Energy Rolls Out SAP Digital Manufacturing in Over 25 Plants Together with Syntax

Project Overview

To standardize applications and processes on the shop floor and in specific departments, Siemens Energy is implementing SAP Digital Manufacturing (DM) as its central Manufacturing Execution System (MES). To execute this complex project, the energy technology specialist is relying on agile methods and Syntax.

In 2020, Siemens Energy spun off from its parent company, presenting the IT team with major challenges. "First, we had to quickly and thoroughly analyze all IT systems," recalled Sebastian Junglas, Business Program Lead MES at Siemens Energy. This initial step alone was a demanding task, as the world's leading provider of energy technology employs 103,000 employees in over 90 countries and produces manufactured products such as turbines, compressors, transformers and switchgear. "The IT landscape was relatively heterogeneous, particularly in manufacturing, and a wide variety of specialized solutions were in use," explained Matthias Hammes, IT Project Manager MES@SE at Siemens Energy. This situation stood in stark contrast to the aspirations of the newly founded company. "Our explicit goal was to achieve significantly greater standardization of applications and processes, both on the shop floor and across the various departments."

One MES for All Plants

Siemens Energy wanted a company-wide, standardized production control system in place to support and manage all production-related processes across the various plants. "First, we reviewed the specific requirements and examined the offerings available on the market in order to develop a concrete vision of the right solution" said Hammes. At the end of this evaluation process, the decision was made to implement SAP DM as a cloud-based

MES, a massive project for which Siemens Energy sought a competent partner. Their choice was Syntax: "In addition to their impressive consulting capabilities, global presence, and strong expertise in manufacturing, it was the clear recommendation from SAP that led us to bring Syntax on board," emphasized Junglas.

CUSTOMER PROFILE

Name: Siemens Energy

Industry: Energy Technology |

Manufacturing

Headquarters: Munich | Berlin

Solutions: SAP Digital Manufacturing

Result: Unified MES for plants worldwide |

Operation and support



"A project of this magnitude can only succeed with a competent and reliable partner who, in addition to comprehensive SAP expertise, also brings a deep understanding of our industry-specific requirements and processes. With Syntax, we were able to engage in open dialogue at all times and solve difficult challenges together."

Sebastian Junglas

Business Program Lead MES at Siemens Energy

Parallel Implementation Concept

For this highly complex project, Syntax and Siemens Energy jointly developed a modern and agile implementation concept. It is based on two parallel project strands that influence one another. The first one involves the development and ongoing adaptation of an SAP DM template that consolidates best practices and enables rapid implementation at sites that have not yet been integrated. The second, focuses on rollouts at the plants which in turn provides feedback to directly adapt, further expand, and improve the template as needed. “This parallel approach differs from common ‘template-first’ approaches and is a key success factor, because it ensures that the entire project, all different opinions, perspectives, and suggestions are heard and taken into account” explained Junglas.

Rollouts in Record Time

A key milestone in the seven-year implementation project: the creation of an initial version of the SAP DM template and its rollout to the first factories. “We specifically selected sites with different production processes in order to map as many special features and contingencies as possible from the outset and, based on that, develop an initial foundation of functionalities,” explained Junglas. While this approach was time-consuming, it ensured a rapid pace for subsequent implementations. After the first year, which involved numerous feedback loops and template adjustments, the intensive rollout phase began. “In the second year, we were already able to implement SAP DM based on the template in nine additional plants” recalled Junglas.

For an average factory, the rollout is typically completed within 12 months, following an initial phase of approximately three months. For larger and more complex plants, the rollout sometimes takes place in phases, and the timeline is extended accordingly. A fast pace that follows an ambitious schedule: The implementation of SAP DM is set to be completed at all participating Siemens Energy plants by 2029. Junglas explains: “We have now established a highly standardized process, reached the maturity level of an industrial rollout, and are well on schedule.” Hammes adds: “Although new requirements and challenges keep cropping up as the project progresses, our team—together with SAP and Syntax, as well as the participating plants—has always found a practical solution so far.”

Organically Growing Template

As the number of connected plants increases, the maturity of the template also continues to grow. Extensions are implemented through a standardized process. The plants submit Template Extension Requests for functionalities they need for their production lines. These requests are forwarded to the template team, which then works with the plants to determine whether and how the requests can be

implemented and integrated into the general template. A positive side effect: New functions are subsequently available to other plants as well. “Sometimes managers from other factories say: That’s a great idea, we want to use that too,” said Junglas.

This way, the template is continually adapted to both individual and shared requirements. “We’ve also continuously refined our processes in this area and introduced our own release cycles” explained Hammes. “This is similar to the quarterly SAP updates, which often serve as a guide for the necessary changes within our release cycles.”

Paperless Manufacturing, Greater Transparency and Improved Response Reliability

The benefits of SAP DM are already being realized at the plants that have been connected. They are well on their way to achieving low-paper, and eventually paperless, manufacturing. In addition, production-related data ensures greater process transparency and more accurate feedback. Hammes attributes the fact that this large-scale project is progressing exceptionally well, despite many challenges, in no small part to the modern, agile project management approach. “The foundation is SAP’s Activate methodology, which Syntax adapted to our requirements,” he said. And Siemens Energy and Syntax are also using agile methods during the actual rollouts and when customizing the template, in order to respond quickly to the specific needs and requests of individual departments. “This sometimes leads to the development of our own minimum viable products even during the rollout phase,” explained Hammes.

Trust-Based Collaboration on Equal Footing

According to Junglas, another key factor in the project’s success is the close and trusting collaboration with Syntax. The experts at the IT service provider serve as central advisors and points of contact for both the rollouts and the ongoing development of the template. Through regular meetings and workshops on various topics, collaboration in so-called “tandems” has proven particularly effective. These are teams in which one expert from Syntax and one expert from Siemens Energy work together. “This facilitates open communication, especially during demanding project phases that require a high degree of coordination,” said Junglas. Another advantage is Syntax’s extensive partner network, whose specialized expertise has often helped solve specific challenges. In addition, the IT service provider supports Siemens Energy during ongoing operations and, as part of Application Management Services, is responsible for Level 1 and 2 support via Siemens Energy’s ServiceNow system. Syntax is also involved in test automation for the quarterly releases. “For such a demanding large-scale project, you need a competent and reliable partner who supports planning and execution with comprehensive expertise. We are glad to have found exactly this partner in Syntax.”



About Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions across strategic advisory, implementation, and managed services. Through our Boutique @ Scale approach, we tailor every engagement to our customers’ priorities, blending boutique-level agility and care with the reach and resilience of a global enterprise. Supported by strategic partnerships with SAP and other technology leaders, we empower customers to scale faster, work smarter, and build for what’s next.

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