WEBCON BPS: RAG's Transformation Enabler

RAG Austria AG (RAG) is the largest energy storage company in Austria and one of the leading technical storage operators in all of Europe. The central focus of the company is the storage, conversion and needs-based conditioning of energy in gas form; RAG has already converted a large part of its natural gas deposits into more than 6.2 billion cubic meters of storage facilities to make it rapidly available on demand. In effect, the model is one of "sustainable energy mining," decisively strengthening energy supply security for Austria and Central Europe.

RAG's partnership in renewable energy includes an ongoing effort to develop innovative and future-focused technologies for green gas and hydrogen, making indispensable contributions toward Austria's ambitious climate goals and to providing it with a sustainable supply of raw materials and energy. The aim is to provide customers with safe, efficient, environmentally friendly, responsible, and affordable energy and gas storage services for the long haul.

To support this innovative mindset, RAG needed an application delivery platform as committed to innovation and ongoing change as they are. They spent four months comparing a wide variety of available platforms and ultimately chose WEBCON BPS.

About RAG Austria AG:

Industry:
Energy production, storage, and transportation

Website:
rag-austria.at

Geography:
Austria, 17 locations

WEBCON®

They saw WEBCON's platform as a powerful, mature, robust, and flexible solution that was nevertheless easy to learn.

WEBCON's enterprise-grade platform nicely addressed RAG's complex requirements for stability, dependability, security, and performance. The steep learning curve meant RAG could have internal team members build and maintain their business applications; doing so improved internal communication, sped up time to business, and reduced their reliance on scarce external services.

RAG's efforts started out with only a two-person team at RAG devoted only part time to building applications with WEBCON BPS, but even that effort yielded thirteen applications that digitalized several hundred business process variants across their multi-company environment.

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DIGITAL TRANSFORMATION AT RAG AUSTRIA AG

Simplifying Complexity

Cost approval and control is one of multiple areas where RAG relies on applications delivered with WEBCON BPS.   There were indeed plenty of commercial out of the box solutions for this sort of thing, but RAG couldn't find one that handled their more than 180 variations on the review process.

WEBCON BPS made building exactly what they wanted a problem-free experience. Users got a solution that was easy to learn; its intuitive interface that guided them through all the approval steps, and back-end logic eliminated human errors and identified/addressed bottlenecks.

> *The cost approval and controlling process is a great example of something that seemed to be simple at first glance but turned out to be much more complex once you started documenting all variants and exceptions.*
> *The complexity increases with use.*

Christoph Candido
IT-Analyst, RAG Austria AG

DIGITAL TRANSFORMATION AT RAG AUSTRIA AG

Build Anything You Want

RAG manages several training programs for their employees, and they did not have to look far when it came time to digitalizing this effort. Using WEBCON BPS, a platform they already knew, they delivered an application that curates course catalogs, handles available training and class registrations, performs post training surveys and tests, and generates completion certificates. It also gathers data useful for reporting and following key performance indicators.

> *Like any other application built on WEBCON's platform, it evolved (and continues to evolve) according to user feedback and changing requirements.*
>
> **Balint Hegedüs**
> IT-Analyst, RAG Austria AG

DIGITAL TRANSFORMATION AT RAG AUSTRIA AG

InstantChange™ and Long-Running Processes

Many people see business processes as something rather short-lived, perhaps hours, days, or weeks. That may be true for individual parts of a process, particularly the length of time a single person is involved a given process, but from a company-wide point of view, that same process is often much wider in scope, involves many more people, and lasts a much longer period of time than any one participant realizes. A large number of critical end-to-end processes last for months, years, and even decades. Many (if not most) automation platforms focus on tiny pieces of a process and ignore the bigger picture, often leaving client companies still handling processes with paper despite the time and effort they spent on automation.

Process-level thinking requires overcoming a number of challenges, not the least of which is change management.

RAG expected their platform to be flexible enough to allow changing process logic, form definitions, and any other elements of application configuration as needed. Moreover, once they improved or repaired a process, the thought that there were multiple instances of that process already in progress using the old rules was simply unacceptable. Recalling and restarting them would be too disruptive. What they wanted – needed – was a third way, where application changes would apply to both new and already-running workflow instances.

The InstantChange™ technology present in WEBCON BPS does exactly that.

Non-disruptive change management is one of the reasons why RAG used WEBCON BPS to deliver their periodic employee evaluation processes. The application allows multiple departments to set targets and conduct reviews - both manager reviews of employees and vice versa.

Moreover, given that reviews involve highly personal information, GDPR regulations come into play, and protecting employee privacy and confidentiality was not something they could afford to have hinge on one developer's skill set.

What impressed RAG about WEBCON BPS was that it had platform-level handling of GDPR policies, so each individual solution didn't require the extra work needed to be compliant. For that matter, WEBCON's platform also handled auditing, languages, currencies, and plenty of other compliance controls usually relegated to individual developers.

DIGITAL TRANSFORMATION AT RAG AUSTRIA AG

Safety first

Working with fuel on an industrial scale requires that safety be of the utmost importance. RAG used WEBCON BPS to build an application that allowed them to create case files whenever a technical review or maintenance was planned for any equipment or machinery. The request kicks off an elaborate – but very necessary – process made up of any number of procedures. To call them "approvals" would not be doing them justice; often, participants would provide additional information, request additional preliminary work, allocate resources, and (yes) approve/reject requests.

This included situations like shutting down power to a section of a plant and halting or rerouting the gas flow to it before being able to perform a repair or maintenance activity on a piece of machinery. Every aspect of such a change is heavily regulated and controlled due to mitigate what would otherwise present multiple health and safety risks, machine downtime, and financial costs.

The term "mission critical" is overused, but in this case, it absolutely applies to these processes, and the application handles it flawlessly. And since it was built with WEBCON BPS, it's been easy to reconfigure task paths, introduce new procedures, include new types of equipment or activities, and more. And as mentioned before, auditability is baked into the platform, so this and every application can make use of it.

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DIGITAL TRANSFORMATION AT RAG AUSTRIA AG

Effortless Process Excellence

WEBCON helped RAG handle the digitalization of a large, complex organization in a highly regulated and demanding industry. Their IT department, equipped with the WEBCON BPS platform, was able to maintain a close relation with lines of business, working together to turn ideas into tangible prototypes for review which would then become enterprise-grade business applications for production.

WEBCON BPS has proven to be the right platform to keep RAG innovating their organization to meet tomorrow's energy delivery, storage, and distribution needs.

> *RAG has always benefitted from both an IT department that was well networked throughout our organization and a workforce that was not afraid to ask for what they need. This good communication climate ensures that we in IT know where and when conditions are painful. We pride ourselves on recognizing problems early and offering solutions proactively. WEBCON BPS is the ideal tool we use to fulfill our role as a business enabler.*

Christoph Candido
IT-Analyst, RAG Austria AG

Digitaler Wandel bei der RAG Austria AG

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ABOUT WEBCON BPS

WEBCON produces the WEBCON BPS platform - a comprehensive low-code solution for digitization, automation, and management of business processes.

Process solutions built with **WEBCON BPS** help companies work more efficiently, make better business decisions, and generate time and cost savings. The platform encourages organizations to continually optimize their processes, automate repetitive tasks, and get rid of paper – effectively using IT technologies to support existing and implement new business models. These kinds of process automation and digitization tend to introduce a new level of quality into companies' operations and business management.

WEBCON's customers estimate that **WEBCON BPS** is able to address over 90% of their business needs and scenarios with a single platform; it fits needs ranging from simple activities supporting operations to complex processes critical to business continuity.

WEBCON BPS has already been chosen by over 650 companies and corporations around the world.

Learn how we can hep your company accelerate its digital transformation

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