

Success Story | E.ON Data Privacy Compliance with SAP ILM

# Excellence in Data Management

**E.ON achieves GDPR Compliance with Nativion and SAP Information Lifecycle Management.**

General Data Privacy Regulations (GDPR) have a significant impact on business and IT organizations. These implications particularly have a dramatic effect on internal organizational challenges a company faces. An upcoming division merger between E.ON and Innogy increases complexity, creating an even more demanding environment. E.ON turned to Nativion to navigate the road to full GDPR compliance.

E.ON Business Lead Silke Nömeier suddenly faced an unprecedented challenge: How can an organization accept and address data protection and privacy as a major business necessity? How can personal data be protected, and historical data be permanently deleted following GDPR regulations? After having managed to convince stakeholders of the program's significance, she turned to Nativion as the suitable partner. Nativion would provide the required security and data management expertise to get started. Without the specific knowledge and experience in this space, it would have been a tall order to determine any scope for the complex SAP system landscape.

## GDPR and the Art of Data Identification

At the start of the project in 2016, a detailed project framework was defined. At this point, Nativion's outstanding expertise in data protection proved a great advantage. Altogether, Nativion outlined four relevant implementation topics: anonymization in non-productive systems, deletion of specific business data, provision of information on customer inquiries, and blocking and deletion of data.

E.ON Germany was identified as the first focus region, including the entirety of its non-productive systems of SAP CRM, ISU and Business Warehouse. To achieve comprehensive personal data identification and removal, SAP Information Lifecycle Management (SAP ILM) and Information Retrieval Framework (SAP IRF) are complemented by the Nativion DCS transformation platform (Data Conversion Suite).

## SAP Information Lifecycle Management



## Successful Roll-out in 17 Countries

Prior to the transformation, the E.ON system landscape included 400 legal entities and 1,700 applications, with all historical data to be removed. The tasks were expected to become increasingly demanding as soon as the systems of Innogy come into play.

Nativion set up and managed the complete GDPR program. The team took over responsibility for implementation and development tasks around SAP ILM and IRF, consent management, and depersonalization and pseudonymization for the entire system landscape. Furthermore, Nativion ensured that the schedule concluded with a successful roll-out in 17 countries.

“With the know-how and the special software from Nativion, we were able to transform extremely large ERP and CRM systems – with minimal business impact at a very high quality.“, summarizes Sibylle Diederich, E.ON Program Manager.

## Peace of Mind

Following the introduction of GDPR compliance and data consolidation, the risk of potential brand and financial damage has been successfully mitigated. No customer should ever encounter a situation in which they file a complaint concerning violation of data protection rights. The implementation revealed valuable insights into real process cost and benefits of the customer request lifecycle for data privacy adherence information. From a technical perspective, the lock and delete matrix developed during the project shows significant reuse efficiencies, serving as a template when taking on other systems.

What's Next: Future plans address other regions' demand for compliance, and assess the system activities required for when acquisitions come into effect.

**Learn more about Information  
Lifecycle Management? Contact us!**

Nativion GmbH  
Altrottstraße 31  
69190 Walldorf

Phone: +49 6227 73-1400  
info@nativion.com  
[www.nativion.com](http://www.nativion.com)



## About E.ON



E.ON is an international investor-owned energy company, which focuses on energy networks and customer solutions. As one of Europe’s largest energy companies, E.ON plays a leading role in shaping a clean, digital, decentralized world of energy. To this end, around 75,000 employees develop and sell products and solutions for private, commercial and industrial customers. More than 50

million customers purchase electricity, gas, digital products or solutions for electric mobility, energy efficiency and climate protection from E.ON.

## About Nativion



Nativion is a digital moving company that moves business-critical data and processes from one technology platform to another. Nativion experts are called in when medium-sized and large enterprises want to modernize, optimize, separate, merge, or restructure their IT systems. With its exclusive expertise in technical transformation, Nativion enables its customers to run their data and processes on

the most modern and innovative technologies available. To support data transformations, Nativion leverages its proprietary software solution, Nativion DCS. Nativion is a founding member of the SAP S/4HANA Selective Data Transition Engagement Community and has been part of NTT DATA Business Solutions AG, a leading global SAP consultancy, since 2022.

Hard Facts	
<b>Company</b> E.ON	<b>Revenue/Year</b> ca. 39 B EUR (2017)
<b>Headquarters</b> Essen, Germany	<b>Employees</b> ca. 75,000
<b>Industry</b> Utilities	<b>Website</b> www.eon.com
<b>Products &amp; Services:</b> Utility company with focus on trade and distribution for private households, municipalities and industry	<b>Nativion Packages</b> DCS & DSGVO Best Practices



## Nativion Offices

### Germany

#### Nativion GmbH

Altrottstraße 31  
69190 Walldorf (Headquarter)

- Berlin
- Munich
- Leipzig

### Austria

#### Nativion Austria GmbH

- Vienna

### Switzerland

#### Nativion Schweiz AG

- Winterthur

### Slovakia

#### Nativion Slovakia s.r.o.

- Bratislava
- Zvolen
- Košice
- Žilina

### USA

#### Nativion Americas Inc.

- Miami (Florida)
- Malvern (Pennsylvania)

### Australia

#### Nativion Australia & New Zealand Pty Ltd

- Sydney

