

Success Story | SAP ILM Implementation

# Your Path to GDPR System Compliance!

**Vattenfall partners with Nativion for its SAP ILM implementation expertise.**

How do you ensure GDPR compliance of your systems in the best possible way?

This is the question of utmost importance to your organization when your company processes personal data. With more than 15 million customers, Vattenfall is one of the largest energy providers in Germany. To protect the data privacy of its customers and to reduce the company's exposure to risk in this context, Vattenfall decided to take the appropriate measures. SAP systems required sustainable blocking and deletion routines; these routines were to be implemented under the supervision of Nativion.

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With GDPR regulation coming into effect, the topic of data protection has been omnipresent in companies. Legal regulations are to be met, fines to be avoided, and requests from customers and administration to be responded to. These demands thus require the approach to the topic of data to be handled differently and processes to be adapted accordingly. Vattenfall recognized that its SAP CRM and SAP IS-U system needed attention. Hence, they decided to implement SAP Information Lifecycle Management (ILM), the SAP standard framework for data protection and data management. The objective: when the customer relationship ends, customer system data must be deleted depending on retention period requirements. After Vattenfall performed an initial internal data assessment, Nativion was onboarded for the project. In the past, joint teams had already successfully delivered migration projects. While Vattenfall was aware of Nativion’s proven expertise in GDPR and SAP, Nativion was already familiar with the IT landscape at Vattenfall. Nativion experts would hit the ground running when starting the ILM project.

## Hard Facts

**Company**

Vattenfall Europe Sales GmbH

**Revenue (Group)**

SEK 180.119M (2021)

**Headquarters**

Hamburg, Germany

**Employees (Group)**

ca. 20.000

**Industry (Group)**

Utility

**Website**

[www.vattenfall.com](http://www.vattenfall.com)

**Products & Services (Group)**

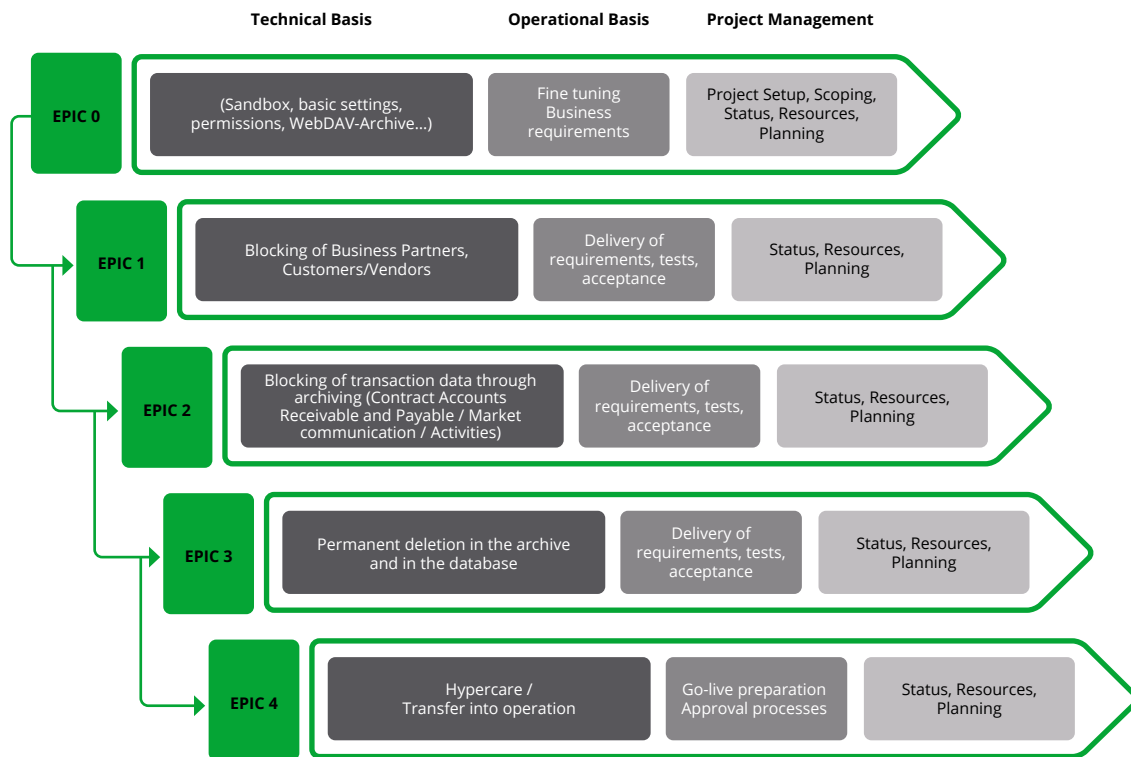
Generation, Distribution, and Sales

**Nativion Services**

SAP ILM Implementation

## A detailed data analysis paves the way to success

The project began with a strong focus on planning. The fundamental methodology to be used and a detailed system and data analysis were the main topics in this phase. Projects with considerably large amounts of data have showcased these activities as being key success factors. In order to create a so-called Block & Delete Matrix, any data ambiguity must be ruled out. Which data is being processed in the system, which part of this data is personal data, how is the data to be structured, and which retention rules are to be followed? Vattenfall had already addressed these questions in a preparation phase, starting with a first data clustering. With Nativion in the lead, this data analysis became more granular and data was categorized subsequently. Blocking and deletion periods were then assigned to these categories, creating the basis for how SAP ILM was to be configured.



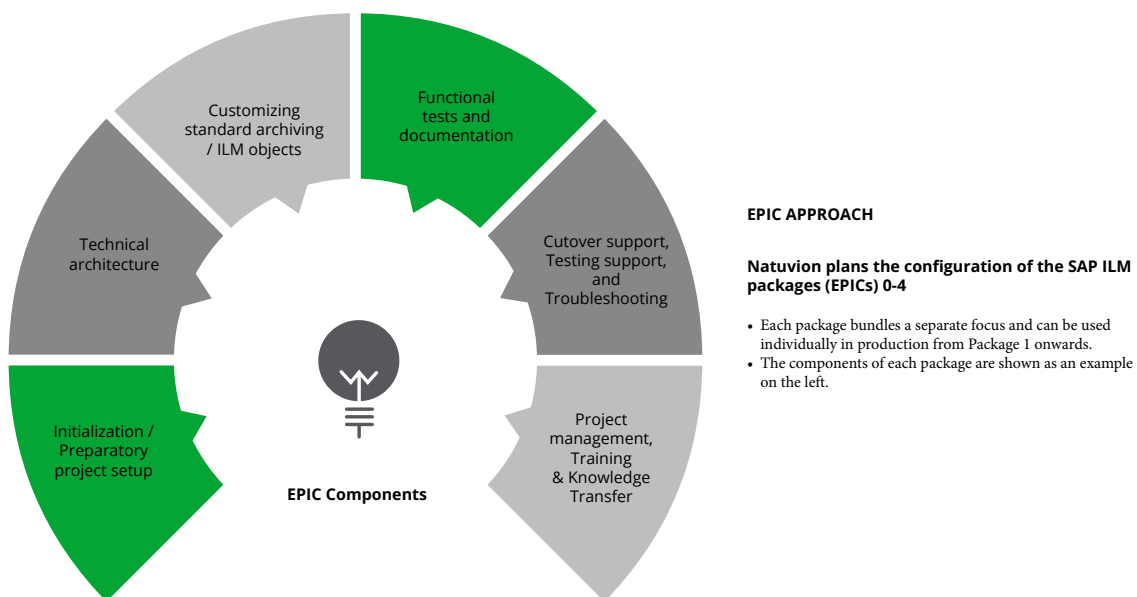
Agile approach for implementing ILM in SAP IS-U and CRM

A system scan with the analysis platform DCS Analyze was used to track down the last details of data in the accounting and CRM system at Vattenfall. This tool visualized deviations from standard and indicated existing data with personal relevance in custom development. This data had to be included in the ILM logic to achieve full data protection coverage. With the result of the analysis and the corresponding block & delete matrix well-equipped, the project team continued with the mapping to ILM objects which are technically responsible for data deletion.

In retrospect, Frank Bahr, IT Project Lead GDPR IS-U/CRM at Vattenfall, highlights the decision to focus on analysis at the very beginning: “It is the most important phase of all. You need the big picture. Without it, it would have been impossible for us to create structures, not to mention to develop a block & delete matrix.”

## Individual ILM configuration and seamless data blocking

After the concept for the ILM process had been established, the execution followed the Nativion EPIC approach. This proven approach consists of a total of four EPICs. Nativion defined the possible statuses of a business partner at Vattenfall according to SAP ILM rules such as *active/inactive customer*, *prospect*, or *marketing lead*. The ability to adapt the SAP ILM standard in this phase, when necessary, turned out to be an advantage, and individual requirements could be addressed. Before any data was blocked or deleted, several test cycles had been thoroughly executed and productive use rehearsed. This process ensured that business could continue undisrupted. Each EPIC consisted of the following components and deliverables.



EPIC 1, which describes the blocking of master data in production, demonstrated that the meticulously defined and tested block & delete processes worked as designed. EPIC 1 successfully flagged all relevant business partners with a blocking flag in the corresponding database table. This represents an already high level of system protection, a first essential step towards data protection compliance. At this stage Vattenfall benefited from already complete in-house development for data protection with its SAP CRM system. EPIC 2 addresses archiving of relevant data with a subsequent deletion phase.

Frank Bahr explained that “After our first blocking, I was afraid that I would not be able to manage all of the people calling me. But nothing of that kind was the case. We did not have to respond to critical business issues. When you have been working for months on a project, you’re very pleased when success is almost instant and your dedication finally pays off.”

## Upskilling for in-house ILM operations

For all customers, for which a business no longer has a reason to keep their data, the data will be blocked and deleted from the SAP systems step-by-step. The process of deleting data starts with dependent documents, continues with contracts, and finalizes with the customer data itself. In the end, the business partner is completely removed from the system. As a side effect of this exercise, with less data the database size is significantly reduced.

From that point forward, Nativion switched to the role of an advisor only. From the beginning, Vattenfall intended to continue operation of ILM with internal resources. For that reason, Nativion conducted extensive weekly knowledge transfer sessions. Now, being enabled to run the ILM system with Vattenfall operations, Frank Bahr praises the engagements as “poster child for excellence in collaboration. Nativion’s support was pivotal in many areas and despite being virtual for almost two years, the communication was never an issue. Our team is now fully empowered and we look forward to taking over the reins.”

What is next: Nativion will act as a coach for further implementation phases as well as ongoing ILM activities. Frequent, regular meetings will provide a forum for discussion and provide the expert guidance needed to keep the confidence and quality of work high with Vattenfall-responsible leaders.

## About Vattenfall



Vattenfall is a leading European energy company. For more than 100 years Vattenfall has electrified industries, supplied energy to people's homes and modernized the way of living through innovation and cooperation. Vattenfall is determined to enable fossil-free living within one generation. To succeed the company is driving the transition to a sustainable

energy system. The Vattenfall Group has approximately 20,000 employees. Vattenfall's main markets are Sweden, Germany, the Netherlands, Denmark, and the UK.

## About Nativion



Nativion is a digital moving company. Nativion does not transport tables, filing cabinets or chairs. Nativion moves business-critical data and processes from one technology platform to another smoothly and cost-saving. This enables Nativion customers to always use data and processes on the most modern and innovative platforms. Typical Nativion "relocation services" include

data migration, data transformation, data quality, data integration, data privacy, data security and data governance. Nativion's experts are supported in the transformation of data by Nativion DCS, a powerful software solution developed in-house. Nativion is a founding member of the SAP S/4HANA Selective Data Transition Engagement Community. Featuring in the Inc. 5000 and FT 1000 lists, the Nativion Group is one of the fastest growing software and IT consulting companies in Europe.

**Do you want to implement ILM in your SAP system? Contact us!**

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### Austria

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### Switzerland

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- Winterthur

### Slovakia

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- Bratislava
- Zvolen
- Košice
- Žilina

### USA

#### Nativion Americas Inc.

- Miami (Florida)
- Malvern (Pennsylvania)

### Australia

#### Nativion Australia & New Zealand Pty Ltd

- Sydney

