Uniper saves €2M with the Now Platform

Uniper integrates diverse systems onto a single platform, achieving digital transparency with connected IT

Job to be done
Deliver connected, efficient, and cost-effective IT infrastructure, services, and systems

Solutions to do it
- ServiceNow® IT Service Management
- ServiceNow® Software Asset Management

What we did
The Now Platform® provides centralized and integrated IT, connecting diverse assets, services, and suppliers in a single ecosystem

Uniper is a leading international energy company with around 11,500 employees and activities in more than 40 countries. With about 34 GW of installed generation capacity, Uniper is among the largest global power generators. Its main activities include power generation in Europe and Russia as well as global energy trading, including a diversified gas portfolio that makes Uniper one of Europe’s leading gas companies. Under its new strategy, Uniper aims to become carbon neutral in Europe by 2035.

On a journey to clean energy

Uniper strives to make:
Net zero possible

It saves:
€2M in cost reductions and efficiencies

With:
11,500 employees connected in 40 countries
A platform for growth

ServiceNow was selected by Uniper to provide a transparent IT platform to optimize and integrate current and future IT Service Management processes. Multiple duplicate legacy software and systems were decommissioned, and a new global IT service desk and customized IT processes were created for the new organization. Now, the business can appreciate the role of IT in supporting teams to perform and thrive, and how vital IT data and insights can be used to improve service delivery, promote efficiencies, and ensure business continuity.

Value, efficiencies, and cost savings

Digital transparency has transformed the role and value perception of Uniper’s IT operation. Instead of a business cost, IT is contributing in new ways, delivering vital business intelligence to guide investment decisions, rationalizing and simplifying its IT asset base, and, by reducing incident volume, freeing up time for IT professionals to solve the right problems and create new, added-value solutions. Utilizing the Now Platform has contributed to annual business efficiency gains and cost savings estimated at €2 million.

Motivated and committed

"ServiceNow has delivered many benefits – our people are motivated and committed, with pride in their performance and accomplishments," explains Evan Vafidis, Head of License Management. "Everyone can see what’s going on in the business and internal communication has improved immeasurably. By integrating diverse, specialist IT software and services on the Now Platform we’ve lived up to ‘the Uniper way’ and created, a single, coordinated, and secure approach where everyone can see how they contribute to our own success and our customers’ success too."

Now you know how work can work better.

I really appreciate that ServiceNow listens. Whenever we discuss a change in our requirements or an idea that would improve things for us, ServiceNow people do their utmost to help. The platform is constantly evolving – that’s cool.

Evan Vafidis
Head of License Management
Uniper