

Spain's Madrilena Red de Gas Chooses HP to Enhance Customer Service by More Closely Aligning SAP Solutions With Business Objectives

The Associated Press

HP (NYSE: HPQ) -- Hewlett-Packard s.l. today announced that Madrileña Red de Gas, one of Spain's largest energy companies, has signed a four-year agreement for HP to manage its environment running SAP® solutions, allowing it to improve customer service while enhancing efficiency.

With more than 830,000 supply points that distribute gas in 41 municipalities and five districts of Madrid, Madrileña Red de Gas runs an environment of SAP solutions that is integral to its business.

Under the terms of the agreement, HP will help Madrileña Red de Gas more closely align its SAP solution-based environment with business objectives, enabling it to support priorities, customer service improvement goals and growth while reducing complexity and costs.

"We have the responsibility to meet the gas supply needs of our customers while maintaining quality, safety, sustainability and environmental protection," said Glen Lancaster, chief information officer, Madrileña Red de Gas. "The applications expertise that HP brings will enable us to focus on our primary business and enhance our focus on the service."

HP will provide Madrileña Red de Gas with HP Enterprise Applications Services for SAP solutions, assuming responsibility for maintaining the company's implementation of the SAP ERP application. HP also will provide a full life cycle of services, including applications management and enhancements, helping Madrileña Red de Gas increase visibility into service levels and other key metrics to maximize performance and improve operating efficiency.

As a result, Madrileña Red de Gas expects to lower technology costs while freeing IT staff to focus on more strategic, value-added initiatives.

"Industries as complex as oil and gas need robust enterprise resource planning systems to facilitate key business functions while enabling business growth," said Howard Hughes, senior vice president and general manager, Enterprise Services -- Europe, Middle East and Africa, HP. "The HP team will use our proven applications expertise along with our deep energy-industry experience to further optimize Madrileña Red de Gas' implementation of SAP ERP to support innovation as the company moves into the next era of energy distribution."

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About Madrileña Red de GasMadrileña Red de Gas is the first and only company in Iberia that operates a supply network completely independently from the rest of businesses in the gas value chain, which means it is the first example of a complete separation between networks and commercialization of the Iberian energy market. For more information on MRG, please visit <http://www.madrilena.es>.

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