Contact Energy: Embracing expert guidance on adopting application management tools

Contact Energy Ltd is the second-largest electricity generator in New Zealand, operating as a wholesaler of natural gas and a retailer of electricity, natural gas, broadband, and liquified petroleum gas. With a focus on operational efficiency, the organization is committed to continuous improvement across its digital ecosystem.

Operating with limited visibility into its technology stack and fragmented communication across teams, Contact Energy lacked data-driven decision-making capabilities. Likewise, the company didn't have a centralized repository for application management, leading to redundant tools, underused licenses, and missed opportunities for collaboration. Looking to modernize application landscape management, Contact Energy sought guidance from a partner with deep enterprise architecture and application management expertise.

Featured partner

Kapish
a Citadel Edge company



Creating a strong foundation for understanding and managing the technology landscape with SAP LeanIX solutions

Before: Challenges and opportunities

- Disconnected application knowledge and no central repository for IT or business capabilities
- Low awareness of system ownership and tool usage
- Scattered data, leading to inefficient processes and the potential for miscommunication

Why SAP and Kapish Services Pty Ltd

- Advanced functionality to establish a central, structured view of its application landscape offered by SAP LeanIX solutions
- A single repository for application, capability, and ownership data, enabling transparency across IT and business teams
- Prebuilt reports, dashboards, and templates validated by Kapish, reducing the need for customization and accelerating time to value
- Kapish's gold partner status and deep enterprise architecture and information management expertise, allowing it to guide the company's adoption and ongoing use of SAP LeanIX solutions

After: Value-driven results

- Improved transparency, stakeholder engagement, and confidence in decision-making
- Identified unused or redundant applications, leading to better license management
- Enabled cross-functional teams to communicate and plan with a shared understanding
- Discovered new use cases, continuously driving business value from its use of SAP LeanIX

"SAP LeanIX is an intuitive solution with so many prebuilt features. We didn't need to build or model everything ourselves. It just works, allowing us to **realize value quicker**."

Martin Bigwood, Head of Enterprise Architecture, Contact Energy Ltd

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Centralized repository to track application data organization-wide

Improved

Visibility, clearer owner-ship, and shared insights

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Contact Energy Ltd
Wellington, New Zealand
contact.co.nz

Industry
Oil, gas, and energy

Products and services
Energy generation and sale of natural gas, electricity, and liquified petroleum gas

Employees
1,249

Revenue
NZD 3.4 billion
(USD 1.99 billion)

Featured solutions
SAP LeanIX

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Enabling a shared view of applications, capabilities, and ownership across teams

Contact Energy Ltd took a strategic “start small, grow fast” approach to the implementation of SAP LeanIX solutions, allowing time for the team to learn and adapt. During the setup and early adoption stages, Kapish Services Pty Ltd provided support by configuring the solutions to align with Contact Energy’s priorities. Kapish also made use of prebuilt functionality to minimize complexity and speed up value realization.

Starting with clearly defined use cases, the company gradually expanded its use of the tool based on impact and adoption while practicing a smooth and steady onboarding process. Adoption was also accelerated across departments due to key users advocating for using SAP LeanIX internally and through guidance offered by ample resources, responsive support, and a flexible framework.

Now with improved transparency, stronger stakeholder engagement, and increased confidence in decision-making, Contract Energy is streamlining application management. It continues to expand its use of SAP LeanIX, discovering new use cases and continuously driving business value.

“The training resources offered by SAP LeanIX solutions were excellent and **targeted to different user types**. It simplified getting people up to speed quickly.”

Rachel Crosland, Solution Analyst, Contact Energy Ltd

Reduced

Cost and boosted productivity

New

Use cases emerging organically

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