



Empowering Stability and Savings: How Madrileña Gas Transformed with Spinnaker Support

Madrileña Gas, the sole regulated gas distribution provider in the Madrid region, plays a critical role in delivering safe, reliable energy to its community. With a long-standing reliance on SAP systems to manage its operations, the company faced mounting challenges: increasing support costs, pressure to adopt complex upgrades, and the need to free up IT budgets for innovation. Determined to maintain system stability while unlocking new opportunities, Madrileña Gas turned to Spinnaker Support for a transformative partnership.

INDUSTRY & ACCOUNT DETAIL:

- Industry: Natural Gas Distribution Industry
- Sector: Energy
- Location: Madrid, Spain

SUPPORTED DETAILS:

- Services Provided: SAP Maintenance

For more information on
Third Party Support for SAP,
please contact us at
spinnakersupport.com

CHALLENGE: BALANCING STABILITY WITH INNOVATION

Madrileña Gas relies on SAP systems to power its critical operations as a regulated gas distribution company in Madrid. Although their SAP environment was stable, they faced growing pressure to transition to SAP HANA—a move they neither required nor desired due to its complexity and cost. Rising support fees further strained their frozen IT budgets, making it difficult to fund innovation projects while maintaining operational efficiency.

APPROACH: REASSURANCE THROUGH EXPERTISE

Initially cautious about leaving SAP's services, Madrileña Gas sought alternatives and engaged Spinnaker Support. Through empathetic and informed discussions, Spinnaker demonstrated that they could provide tailored, cost-effective support, allowing the company to stay on their current SAP platform indefinitely. This approach gave Madrileña Gas the confidence to move forward without unnecessary disruptions or expensive upgrades.



SOLUTION: SEAMLESS TRANSITION TO SPINNAKER SUPPORT

Within just a month, Madrileña Gas transitioned to Spinnaker Support through a smooth, hassle-free onboarding process. The streamlined setup allowed their small IT team to stay focused on strategic initiatives. Spinnaker's customized support model delivered a reduction of over 50% in annual maintenance costs, empowering Madrileña Gas to reinvest these savings into innovation projects without compromising service quality.

RESULTS: A FOUNDATION FOR GROWTH AND INNOVATION

The switch to Spinnaker Support brought immediate operational and financial benefits. Madrileña Gas experienced exceptional, responsive support tailored to their specific needs, ensuring a stable IT environment. After completing their initial three-year contract, the company renewed their partnership, confident in the long-term value Spinnaker provided. With a robust support system and newfound financial flexibility, Madrileña Gas is well-positioned to pursue future advancements, including Oracle database upgrades, ensuring their IT ecosystem thrives for years to come.

Explore more success stories of companies benefiting from Spinnaker Support's software solutions.

Visit spinnakersupport.com for more case studies.

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.