

# Customer **Success** Stories

Eastern U.S. electric and gas utility moves from legacy system to SAP.



**Helping an Eastern U.S. electric and gas utility to move from its legacy mainframe information system which had reached end-of-life deliver on a set of ambitious regulatory goals, while moving the customer along a road map for an eventual S/4HANA migration.**

## Challenge

In 2018, we engaged VistaVu Solutions as an SAP Support partner. Since then, VistaVu has been our primary partner in jointly managing and supporting all phases of multiple, high visibility SAP projects. **The joint project team undertook the responsibility of delivering a set of aggressive regulatory goals such as “green initiatives” to promote customer generation; and COVID-19 driven relaxation of dunning procedures.**

### Key projects included:

- OSDB, NetWeaver, and SAP Support Pack Upgrades –ECC, CRM and BW
- SAP Integration to enhanced Web self-service
- Energy Data Management and Net Generation billing
- Street Light replacement and billing
- Solar programs
- Bill print redesign
- Solution Manager monitoring
- Ongoing Support – Billing, Bill Print, CRM, FICA, BW, PO, ABAP, Basis and Security
- Strategic workshops regarding Archiving and S/4HANA Readiness

## Solution

Business goals included automation to improve customer self-service; automation to improve street light billing; and Basis projects to improve system performance and reliability.

## Result

The SAP projects were all completed on-time and on budget with all required business functionality successfully implemented. As a result, the utility company was able to realize significant benefits through its partnership with VistaVu Solutions.

## Project Goals

All projects were focused on key SAP support goals:

- Improve the technical capabilities of the Utility's SAP Support team with knowledge transfer
- Move to more current SAP Releases and Support Packs to facilitate ongoing system management.
- Develop a more reliable system with **Improved Performance**:
  - Reduce time to complete Basis activities such system recuts
  - Improve speed of end user activities
  - Improve the speed of batch programs
- Increase and enhance end-user functionality
- Maintain full integration to non-SAP systems
- Continuously move the customer along a roadmap to an upgrade to SAP S/4HANA

## Solution Implemented

The VistaVu team focused on teamwork and joint leadership. This partnership enabled these best practices:

- Named and dedicated VistaVu resources
- Shared responsibility and accountability – no finger pointing
- Candid and respectful communication – open discussion on project risks and issues
- Issues were identified and resolved quickly
- Hybrid implementation approach so flexibility was built into project plans to account for user changes
- Frequent prototypes so users could see functionality and make changes during the project instead of after
- Anticipation of new requirements and “built-in” flexibility for configuration and development
- Peer reviews of all work to ensure quality during build, not after testing

**A major aspect of the business relationship between VistaVu and the utility company was (and is) a culture of knowledge transfer and training. This approach was a shared priority within our joint project team that was incorporated from the initial project.**

- Knowledge transfer sessions throughout various project phases – formal and informal
- Functional Consultant and Developer shadowing
- Training Materials Development and Delivery in formal sessions
- Extensive communications – daily stand-up; WebEx sessions, etc.



## Project Successes

The SAP projects were all completed on-time and on budget with all required business functionality successfully implemented. As a result, the utility company was able to realize significant benefits through its partnership with VistaVu.

- The knowledge transfer and training provided by VistaVu improved the ability of the utility company's SAP Support team to support user needs.
- Improved Customer Service efficiency through automation of move in and move out functionality through integrated web user interface.
- Met new regulatory requirements including the foresight to build flexibility for the potential of additional requirements. This has resulted in reduced costs and project time of subsequent regulatory initiatives - new rates, bill print changes; and, net generation customers.
- Improved infrastructure performance and BASIS processes to reduce time to provide and refresh new SAP environments.
- Maximize use of PO functionality to improve integration reliability and performance.

VistaVu Solutions is an employee-owned services and solutions provider focused on emerging technology and innovation.

We are one of the largest SAP mid-market gold partners across North America. We support unique add-on solutions for whole distribution (Resolv) and industrial field services (FieldVu).

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