

HYDRO

Higher customer satisfaction with streamlined operations



SouthWest Water Company had undergone significant growth via numerous acquisitions that came with their own legacy application systems. Once acquired by Merger Acquisition Corporation, the goal was to strengthen its infrastructure by creating a low-cost delivery model for its customers.

Upon VistaVu's review of their current systems and processes, SWWC agreed on replacing their legacy systems with an SAP ERP, EAM and IS-U CRB. We implemented an integrated and flexible solution that could support SWWC in a rapidly changing environment with minimal technical constraints.

IMPLEMENTATIONS

- ▶ **All SAP CRB modules** - Customer Relationship Management (CRM), Billing, Customer Account Finance and Device Management
- ▶ **SAP Mobile workforce management (MAU)**
- ▶ **SAP Multi-Resource Scheduling System (MRSS)**
- ▶ **SAP FI-CO**
- ▶ **SAP Human Resources and Payroll**
- ▶ **SAP Material Management**
- ▶ **SAP Work and Service Order Management**
- ▶ **SAP Sales & Distribution (Client Billing)**
- ▶ **SAP Business Intelligence (BI)**
- ▶ **Bill printing system (SAP Print Workbench & Metavante)**



OVERVIEW

SouthWest Water Company (SWWC) owns regulated water and wastewater utilities and serves cities, utility districts and private companies under contract. They own and operates more than 130 regulated water and wastewater systems representing about 140,000 residential and business connections in five states.

In 2010-2011, SWWC replaced its multi legacy systems with an SAP solution. SWWC selected VistaVu for its implementation partner. The project was implemented in 12 months with a 3 months post-go-live support period. It was named **Cornerstone** as it provided for the foundation of the new combined company.

SWWC dedicated 22 IT personnel knowledgeable in business processes in specific areas and systems. This team worked side by side with VistaVu's functional and technical experts, an approach which facilitated knowledge transfer of the new system and business processes throughout the entire project implementation.



GOALS

- ▶ Develop a configurable integrated system that will allow SWWC to integrate future acquired companies and reduce the cost and time for system changes in response to future regulatory mandates and bill changes.
- ▶ Provide a flexible solution to support SWWC in a rapidly changing environment with minimal technical constraints.
- ▶ Increase customer satisfaction by implementing streamlined procedures and processes
- ▶ Adopt best practice processes and systems enabled through SAP IS-U, ERP, EAM
- ▶ Provide reporting and query functions to make informed business decisions
- ▶ Implement a SAP IS-U, ERP, EAM system without causing a significant impact on SWWC's customer service operations

CHANGE MANAGEMENT & TRAINING

The Change Management team initiated an outreach effort to distribute timely information to all relevant external audiences. A major aspect off the VistaVu-SWWC success was the implementation of a robust Change Management Strategy, built around the following key activities:

- ▶ The new system enables faster integration of acquisitions and realization of savings
- ▶ Offers customers and clients the highest quality service
- ▶ Improves data for decision-making
- ▶ Communication with stakeholders
- ▶ Mitigates disruption to normal business operations
- ▶ Developed 68 role-based courses
- ▶ Delivered SAP courses to 472 end users and 492 MDT end users
- ▶ Every SWWC employee was trained on Employee Self Service (ESS) functionality
- ▶ Multiple delivery methods- webcast, classroom training, labs, online & CD based instruction
- ▶ End users to utilize a single centralized system
- ▶ Reduction in call center resolution times
- ▶ Increased efficiency of field crews
- ▶ Improved coordination between call center and field operations
- ▶ Lower IT cost on legacy system maintenance.