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Client Reference Pittsburgh Water and Sewer Authority (PWSA)

SAP Enhancements

Industry: Public Utility

Business Situation

PWSA was looking for a sophisticated Financial Management System, with the capabilities to integrate with a Utility Billing and Customer Care System. The legacy systems required excessive manual interventions, had slow processing times and imposed difficulties for making system changes.

ea Solution

“ServiceWorks” was installed at PWSA; “ServiceWorks” is ea’s industry solution for Utilities, which encompasses best business practices. Modules included in the implementation were General Ledger, Accounts Payable / Receivable, Budgeting, Asset Management, Project Systems, Procurement, Inventory Management, Plant Maintenance, Billing and Invoicing, Contract Accounting, Work Management, Device Management and Customer Care Front Office.

As an Application Service Provider (ASP), ea hosts PWSA’s new integrated system by providing hardware, data center services, and 24-hour customer care. The ASP agreement provides PWSA with a simple and cost-effective alternative to managing their back-office system.

The Results

The functionality in ServiceWorks integrates the core business practices with the customer interaction and service delivery.

The implementation of ServiceWorks provides PWSA with a robust integrated system powered by SAP, which allows for a more efficient use of resources through streamlined business processes and added capabilities. For example billing and invoicing processing time decreased by 75% allowing for a more efficient billing and collections process.

“We had a struggle with the terminology and nomenclature originally – but our ability to retrieve information is light years ahead of our previous system and we are only scratching the surface of what we can do with the system.”

*Greg Tutscok, Executive Director,
Pittsburgh Water and Sewer
Authority*

“We have much, much better reporting from a financial perspective. We have moved to a much more sophisticated system.”

*Kelly Sikorski, Finance Director,
Pittsburgh Water and Sewer
Authority*

“The hosting service has actually surprised us, it is much better than what we expected. In regards to down time, it is better than when we managed it ourselves.”

*Russ Cipriani, IT Manager,
Pittsburgh Water and Sewer
Authority*

“The system is extremely reliable and responsive.”

*Greg Tutscok, Executive Director,
Pittsburgh Water and Sewer
Authority*