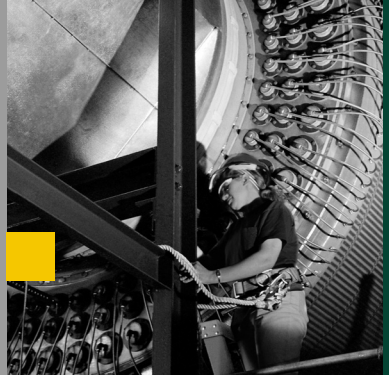
SAP Customer Success Story
Utilities



"SAP software is working for us. . . . We really wouldn't be able to report on our key performance indicators without SAP software."

Gregory Tutsock, Executive Director, Pittsburgh Water and Sewer Authority

AT A GLANCE

Summary
The Pittsburgh Water and Sewer Authority (PWSA), which provides water and services to 115,000 customers in and around Pittsburgh, implemented the mySAP™ ERP application and the SAP for Utilities solution portfolio in only 5 months to update its functionality for financials and customer service.

Web Site
www.pgh2o.com

Key Challenges
- Replace outgrown hardware and software
- Improve integration
- Maintain high level of customer service during transition

Project Objectives
- Rapidly implement SAP® solutions as efficiently as possible
- Integrate all aspects of business
- Enable customer service staff to better track key performance indicators and preventive maintenance
- Increase visibility into financials and enable timelier project costing

Solutions and Services
- mySAP ERP
- SAP for Utilities

Why SAP Solutions
- Ability to integrate project systems, maintenance, finance, and customer care
- Flexibility, which will make it easier for PWSA to adapt to future changes
- Greater data storage and availability

Implementation Highlights
- Implemented mySAP ERP and SAP for Utilities in 5 months
- Used a preconfigured template for the SAP utility implementation
- Modeled the business processes and how they would work best with the SAP solutions

Key Benefits
- PWSA can bill an additional 30,000 customers per month with no increase in staff headcount.
- PWSA has better reporting capability and more complete storage and tracking of key information.

Implementation Partners
- ea Consulting
- Micronage Consulting

Existing Environment
Systems and Software Inc.

Database
Oracle 8.1.7

Hardware
Compaq DL 580 4 CPU Xeon, 4 GB RAM, 350 GB hard disk space

Operating System
Microsoft Windows 2000 Enterprise Edition

PWSA

Switching to mySAP™ ERP and the SAP® for Utilities Solution Portfolio Let PWSA Hit the Ground Running in Only Five Months

When your software is up for renewal, you really have only two choices: you can stay the course and make do with what you have or head in a new direction by selecting a portfolio of software and services custom-tailored to meet your special needs.

Approximately 115,000 customers in the Pittsburgh area depend on the Pittsburgh Water and Sewer Authority (PWSA) for high-quality water and sewer service. PWSA knew that the best way it could serve its customers as it moved into its third century of service was to head in a new direction. That's why it chose SAP® software, including the mySAP™ ERP application and the SAP for Utilities solution portfolio.

Full Integration Is the Key to Full Functionality

"We were looking for software that could really give us what we wanted, grow with us, and add functionality," says LaBaugh Stansbury, IT director at PWSA. "The system we had did the customer care side of things – meter reads, billing, invoicing, and finance. It really didn't do anything else, so it really wasn't an integrated solution. SAP software was the only one that could handle project systems, maintenance, finance, and customer care in an integrated fashion."

SAP for Utilities is an integrated, industry-specific set of solutions designed to optimize processes such as enterprise management, business support, e-commerce, sales, billing, work management, water and sewer data management, intercompany data exchange, and customer relationship management.

PWSA THE PITTSBURGH WATER & SEWER AUTHORITY Quality Water Quality Service

SAP®

Putting Implementation on a Fast Track

Once PWSA made the decision to go with SAP software, the next decision was how to do it as quickly as possible. An aggressive schedule of five months was set. In that time, PWSA successfully implemented most of the software for finance, customer care, and contract accounting.

PWSA partnered with two companies: ea Consulting and Micronage Consulting. ea offered a preconfigured template for utilities, which enabled PWSA to make fewer decisions and keep the project on a fast track.

> **"We can do a lot more. We're billing 30,000 additional customers with the same number of staff. We can also get a lot more information more easily."**
>
> LaBaugh Stansbury, IT Director,
> Pittsburgh Water and Sewer Authority

Because PWSA was able to use a template provided by ea, it was able to get a big running start on implementation, taking only five months rather than a year to a year and a half. Micronage helped speed up the implementation by modeling how business processes would fit into SAP software.

PWSA took a two-phase approach to implementing SAP for Utilities. During phase one the utility installed financial, controlling, and materials management software in the core solution. It also installed SAP software for customer care, which includes functionality for customer service, device management, and utility billing.

Phase two addressed operations. "In phase one, we deployed inventory management," says Stansbury. "In phase two, we were able to assign inventory to work orders and do whole-life costing of repair work." Once it has enough data in its system, PWSA will also be able to determine whether it is more cost-effective to replace a part or repair it.

SAP for Utilities Covers All the Bases

Before the SAP implementation, the product that PWSA was using had reached the end of its life cycle. "We'd pretty much outgrown it," says Stansbury. "SAP software had much more to offer.

"We have more fine-grained control of our budgeting and finance and are better able to track things," she continues. "We can fulfill our reporting requirements more easily, maintain and understand whole-life costing in relation to our fixed assets, and track our key performance indicators."

The new software has also improved productivity at the utility. Stansbury says, "We can do a lot more. We're billing 30,000 additional customers with the same number of staff. We can also get a lot more information more easily."

Stansbury is a believer in SAP software and in SAP for Utilities solutions. As for PWSA, it plans to implement an archiving strategy sometime in the future and integrate that with its SAP software. PWSA is also investigating implementing a geographic information system (GIS), which puts specific coordinates to pieces of equipment, allowing equipment to be located with pinpoint accuracy. If GIS is implemented, you can bet that PWSA will seriously consider integrating it with its SAP for Utilities solutions.

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