Edenhouse

THE FIRST NAME FOR SAP

CASE STUDY

SAP IS-Utilities data creation for training

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Anglian Water is one of the leading providers of water and wastewater services in the UK. Part of the AWG plc group, Anglian Water is located in the east of England and serves the needs of around six million industrial, commercial and domestic customers.

Anglian Water implemented SAP IS-Utilities (IS-U) in 2006 following the successful implementation of SAP Asset Lifecycle Management (ALM) in 2005. Both projects were part of an ongoing schedule of work to move from legacy systems (with high maintenance costs and older technology) to easily maintained industry standard systems.

The Challenge

Edenhouse was selected in June 2006 to work with the Anglian Water SAP IS-Utilities implementation project team to ensure that the training was successfully delivered by the agreed date. With the 'Go-Live' date fast approaching and the training team busy working on the required training materials it was agreed additional resource was required to manage the creation and subsequent maintenance of business data within all of the training clients.

Anglian Water required a team of experienced SAP consultants who would be able to pick up and complete this crucial task within the tight deadline. As Edenhouse has a reputation for providing highly professional and experienced consultants who are able to provide invaluable expertise in all areas, they were selected to take on this challenge.

The Solution

Edenhouse very quickly identified the data requirements from the course material and the related exercises. Once the data requirements were known, Edenhouse were able to select the best methods and tools with which to create the data.

Edenhouse's experienced consultants were able to utilise their knowledge of the various data management tools (including CATT Scripts and LSMW) within the SAP system to speed up the process of data creation. As a result the data creation activity was completed within the challenging deadlines.

Edenhouse also provided technical support to both the training and testing teams within the project. This included troubleshooting errors, answering general SAP related queries, building adhoc reports and also advising Anglian Water staff on ways in which they could use the new SAP system to work more efficiently for example by personalising screens through user settings.

Edenhouse reacted quickly to meet our request for skilled additional SAP resources. Once onsite they quickly demonstrated they had the necessary skills, flexibility and attitude to work alongside both the Anglian Water project team and our Implementation partner. As a result they became a key component and a contributing factor in what turned out to be a successful project go-live.

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The Outcome

The challenge of ensuring the training clients were accurately loaded with the necessary data was achieved on time, allowing the successful delivery of training in time for 'Go-Live'.

The task involved the creation of business data for over 70 courses, which covered a varied range of topics and scenarios. This enabled Anglian Water to train over 600 users within the business.

Following on from this, Edenhouse were asked to provide additional resource to help with User Acceptance Testing. This involved running UAT tests, logging and monitoring of any defects found as part of testing and then taking responsibility of re-testing/ regression testing once the issue had been resolved.

Chris Waterfield, Anglian Water ISU Programme Manager commented, "Edenhouse reacted quickly to meet our request for skilled additional SAP resources. Once onsite they quickly demonstrated they had the necessary skills, flexibility and attitude to work alongside both the Anglian Water project team and our Implementation partner. As a result they became a key component and a contributing factor in what turned out to be a successful project go-live." ◼