



EVOQUA Streamlines SAP Master Data

About Evoqua

Evoqua is the global leader in helping municipalities and industrial customers protect and improve the world's most fundamental natural resource: water. Evoqua's unparalleled portfolio of proven brands, advanced technologies, mobile and emergency water supply solutions and service helps cities across the world provide and discharge clean water, and enable leisure and commercial industry to maximize productivity and profitability. Every day, millions of people and thousands of companies rely on Evoqua Water Technologies to help them meet their needs for clean water.

Details

- More than 170 offices, plants and factories throughout Australia, Canada, China, Germany, Italy, Singapore, the United Kingdom and United States
- HQ in Warrendale, PA.
- Number of employees: > 4,000 worldwide
- Microsoft Office, SQL, and SAP ECC 6
- Winshuttle Foundation
- Process BI

Process Challenge

In today's fast-paced economy, divestitures, acquisitions, and organic growth can impact business priorities. Evoqua, a global leader in helping municipalities and industrial customers protect and improve water, not only has to balance these priorities, they also have to operate multiple business lines that vary in service offerings based on location.

After Evoqua divested from Siemens, they inherited a customized SAP ERP environment. To improve business profitability, they needed to update this environment. At this time, they were also outsourcing data input. This arrangement, coupled with inflexible and manual data collection processes, led to severe data quality issues, including a multitude of duplicate records. A team at Evoqua began to search for a tool that would identify poor quality data that required cleansing, and cleanse that data, all while helping them build guardrails and rules around the addition and update of future data into the ERP system.

“For both Mass Data Maintenance and Form and Workflow Solutions, the CPS / Winshuttle approaches help Evoqua keep data quality high.”

- Mikey Megahan, Evoqua

Clear Process Solutions

The Solution

Evoqua identified Clear Process Solutions (CPS) as the Process provider they could use to improve their ERP system, and data in the system. They started the ADM journey with a master data project that helped improve the accuracy of customer and vendor data through mass maintenance. After using Winshuttle Studio to extract customer records from SAP into a spreadsheet, they worked with a third-party data quality provider to review and correct duplicate addresses, legal names, and other contact data in these customer records.

Finally, they employed Winshuttle Transaction Scripts to match and update SAP ERP records utilizing these cleansed data.

Evoqua subsequently initiated a project to configure a new customer hierarchy in SAP and then assigned customers to this hierarchy. Once the hierarchy was established, Winshuttle scripts were used to align all of the customer data quickly.

The next ADM solution at Evoqua involved Winshuttle Composer forms and workflows to create or update customers in SAP ERP. Most requests were directly reviewed and approved by the master data group at

Evoqua, unless they involved tax-exempt customers. Tax-exempt customers were first created via the workflow in SAP ERP and then added to a special billing block before they were sent to the tax department for approval. Creating customers in a special billing block allowed the customers to place orders while the tax department approved their request. Involving their tax department in the workflows for customer requests enhanced invoice controls and ensured compliance. Overall, this new customer creation process allows customers to be on-boarded faster, leading to increased customer satisfaction and earlier cycle times for invoicing.

Vendor creation and change processes were also vastly improved at Evoqua via Winshuttle Composer solutions. Plant managers and supply chain managers are involved in approving each vendor creation or update request, and the supply chain managers are responsible for assigning an industry code to specific suppliers. The master data team also approves the request before the vendor is created in SAP ERP. Evoqua intends to further streamline the process using data displayed in Process BI, a solution provided by CPS.



Clear Process Solutions

Return on the CPS Investment

Evoqua achieved a high return on their ADM investment. They reduced manual work for customer and vendor requests, resulting in cleaner data. Their forms and workflows now include all required business rules, so they collect only data that are essential in each step of the request. All data that are entered are evaluated for accuracy through dropdowns and validation rules to ensure users are selecting appropriate values for fields based on the type of request.

Evoqua also streamlined their process through ADM by reducing the number of touches on each request, thereby improving cycle time for the fulfillment and procurement processes. By automating workflows, the company no longer involves users in the process who do not need to be included. Before ADM, users were often included in a request, even when it was not clear whether they needed to complete an action. This practice increased the master data team's workload. Now, when users are assigned tasks, they know that completing an action is required. In addition, the master data team no longer needs to spend time reviewing requests.

Finally, Evoqua increased visibility of the process through dashboards that provide users with direct visibility into their requests via CPS's Process BI.

The Evoqua team experienced great success from their master data projects, and soon realized they could use the Winshuttle Composer technology for other process improvements. They have changed their journal entry process in finance to implement a formal method to track journal entries and their approvals. This arrangement creates an audit trail that allows them to limit the number of journal entries created and to control who can create them.

A final improvement involves Evoqua's e-commerce customer registration process. The existing process was manual and quite slow. A sales representative would do a quick search in SAP to determine whether the customer was new or already in the system. He or she would then fill out a sales order form and forward it to a job package group, who would verify whether the customer was new or an existing customer. That group verified the customer's status by performing a series of checks and, if necessary, submitting a new setup to the master data group. Evoqua has since automated this process with Winshuttle. Now, a sales representative has direct access to enter new customer information for review and approval by the master data team. This system eliminates delays in account setup as well as the need for the job package group in the process. This new process has resulted in less paperwork for sales, enhanced customer service, and faster recognition of revenue.

About Clear Process Solutions

Clear Process Solutions (CPS) is the premier global services / implementation partner for Winshuttle with expertise in Winshuttle Foundation. A turnkey provider of Winshuttle packaging, licensing, training, services and support, CPS specializes in process results. Our team has deep experience in both SAP and Winshuttle toolsets. CPS implements both mass data automation and mobility enabled webform and workflow which integrates with SAP and extends across other ERP, PLM, and CRM systems.

Clear Process Solutions

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