

Case Study



SAP transformation project for a leading utilities company

Abstract

Infosys streamlined business processes for one of the largest utilities clients with SAP Business Transformation. The SAP project enabled the client to provide better customer service and timely compliance reporting.

The client

The client is the largest electric utility in California, serving more than 13 million people in a 50,000 square-mile area of central, coastal and Southern California, excluding the City of Los Angeles and certain other cities. Based in Rosemead, California, the utility has been providing electric service in the region for more than 120 years. The client's service territory includes more than 180 cities.

The business need

- The client wanted to transform their business via SAP enabling technologies, replacing inefficient business processes and systems with improved SAP technologies, as well as decommissioning more than 50% of their existing systems.
- The client wanted to reduce unprecedented investments in the infrastructure and streamline its processes to make itself regulatory compliant.
- The company aimed to introduce portals for employee self-service, and to develop automated workflows that would accelerate approval processes. They wanted to automate payroll processing.
- They needed a repeatable and sustainable customer centric, cross-functional process to improve and measure customer satisfaction.
- The client had hundreds of custom built Point-to-Point interfaces from unsupported platforms and inconsistent error handling routines for handling business information.

Key challenges

The key challenges faced by the client were as follows:

- Hundreds of legacy systems from unsupported platforms required specialty knowledge.
- Inefficient and manual intensive enterprise asset management and human capital management processes.
- Significant effort was required to integrate with business partners.
- Dealing with multiple middleware solutions (Click software, Vitria, MQ Series) added to project complexity.
- It was difficult for the client to incorporate minor business/process changes and swap out applications.
- Control of maintenance and upgrade costs.
- Managing licensing issues with hundreds of legacy systems and multiple middleware solutions.
- Increasing regulatory and compliance standards.

The Infosys solution

The consulting services provided by Infosys to the client included strategic advisement, program management, quality management, technical and business integration, onsite and offshore development. The major responsibilities executed by Infosys are as follows:

- Strategic advisement for overall program management of this SAP business transformation program.
- Quality management across all critical phases of this business transformation program for all major releases.
- Technical and business integration to effectively integrate and bridge the gap between process and technology.
- RICEFW development in the areas of Enterprise Asset Management, Operations Support, Finance, Human Resources, Customer Care, Analytics and Reporting.
- Development of interfaces and conversion objects. Legacy system data conversion is carried out using the Ascential toolset and interfaces are developed using XI middleware, thus reducing multiple middleware solutions and licensing.
- Full blown Enterprise Data Warehouse solution via SAP's Business Intelligence (BI) capabilities. The BI implementation is useful in assessing the present state of business and to prescribe a course of action. It eased the collection, integration, analysis, and presentation of business information. Some of the major BI Implementations include reporting the details of Debit Amount and Credit Amount for a given Fiscal Period corresponding to a G/L account of any vendor.
- During this engagement, Infosys delivered over 600 objects and has worked with a peak team size of 200 resources. Our flexibility and capability in staffing fluctuations in demand can be demonstrated by the example of ramping up from a team size of 14 to 140 within a span of 6 weeks.

Value delivered

- Infosys, the key quality management, integration and technical partner to the client in the realization phase of the ERP Program, was successful in streamlining, modernizing and integrating the client's processes and systems to better facilitate execution of its strategic plan. Infosys enabled the client to meet the investment targets and SAP business transformation objectives.
- Streamlined processes, improved timeliness and accuracy of regulatory reporting
- Improved performance in generating and delivering electricity to customers.
- Better customer service



For more information, contact askus@infosys.com

About Infosys

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