

SAP Customer Success Story

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Richard Walsh, CIO, British Waterways Management, British Waterways



British Waterways

AT A GLANCE

Company Name

British Waterways,
United Kingdom
www.britishwaterways.co.uk

Industry

Utilities

Key Challenges

- Merging legacy systems into new, single platform
- Enabling common database, with standardized best practices and processes
- Achieving maximum integration of broad range of requirements – from financials and asset management to CRM and e-business
- Providing enterprise portal, single sign-on access, and complete business intelligence reporting and analytics capabilities

Implementation Partner

LogicaCMG (implementation and hosting)

Solution and Services

- SAP NetWeaver™ including SAP® Business Intelligence (SAP BI) and SAP Enterprise Portal (SAP EP)
- mySAP™ Business Suite

Existing Environment

Heterogeneous IT landscape with mix of custom-made solutions and package systems

Implementation Highlights

- At go-live, around 1,000 employees began using system
- The project was delivered on time and within budget by a joint British Waterways and LogicaCMG team that utilized the ASAP methodology
- Simultaneous implementation of many SAP solutions which support diverse business activities
- Applied risk and change management skills to effectively control the high risks to the British Waterways business during the transition from existing legacy systems to SAP software

Key Benefits

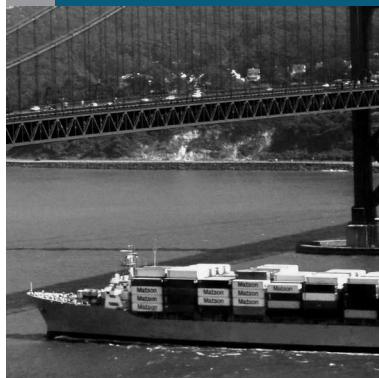
- Improved flexibility and ability to customize SAP NetWeaver functions whenever changes are needed
- Increased speed to make changes, with faster decision making supported by knowledge management and collaboration capabilities
- Lower TCO because SAP NetWeaver efficiently aligns technology infrastructure with diverse business requirements
- Increased business support, with all business activities supported by integrated SAP solutions

Hardware

HP

Operating System

SQL



BRITISH WATERWAYS

SAP NetWeaver™: HELPING TO PROTECT ONE OF BRITAIN'S GREATEST NATIONAL ASSETS

More than two centuries ago, it was the entrepreneurs of the industrial revolution who first saw the potential of a network of inland waterways to transport goods cheaply and efficiently throughout Britain. Soon thereafter, and throughout the 19th century, a kind of canal mania swept over the British people, and it has never really left them. Today, as a result, the great inland waterways of Britain – holding enough water to fill up two billion bathtubs – are one of the nation's most important and valued treasures.

British Waterways is the public corporation responsible for protecting, maintaining, and developing this uniquely British national jewel. Nearly 2,000 British Waterways employees oversee the diverse, 2,000-mile inland waterways network of rivers, canals, and waterway structures for the ongoing commercial and leisure benefit of the people of England, Scotland, and Wales.

“It is an exciting time for us,” says Mark Smith, finance director for British Waterways. “We’ve embarked on a major program of investments to renovate existing canals, and indeed to construct new waterways.” In fact, Smith reports that the canal fervor of the 1800s is being surpassed today, with older waterways being reopened and new canals being opened faster than anytime in the country's history.

But with 21st-century progress come 21st-century challenges.



PLANS TO DOUBLE WATERWAYS USAGE BY 2012

The purpose of the ambitious British Waterways strategic plan is to create an expanded, vibrant, largely self-sufficient waterway network used by twice as many people as in 2002. From an IT perspective, British Waterways realized from the start that its existing, legacy-based solution was not up to the job and that a new business solution would have to be found.

“We would be implementing solutions across the entire range of our activities,” recalls Smith, “in core areas like financials and HR, through to asset management and into CRM, and also supporting our growing e-business.” British Waterways serves a

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Mark Smith, Finance Director, British Waterways

diverse market of both boating and land-side, or towpath, leisure customers. “We have a very broad range of requirements, so we were keen to achieve maximum integration,” Smith says. “We believed SAP could give us that.”

SAP SOLUTIONS MEET DIVERSE REQUIREMENTS

“We chose SAP because it was the only software that we reviewed that had the functionality to match our business requirements,” says Richard Walsh, CIO, British Waterways Management, British Waterways. The key importance of the SAP NetWeaver™ platform to British Waterways is that it represents a single source of information across the whole enterprise – information that presents real opportunities to drive business benefits for British Waterways and its decisions in the future. To use that information,

British Waterways chose mySAP™ Business Suite, together with SAP® Enterprise Portal (SAP EP) and SAP Business Intelligence (SAP BI), both components of the SAP NetWeaver platform. SAP EP provides managers and users with single sign-on access to information, as well as to the capabilities and advanced reporting functions of SAP BI.

STEPPING THROUGH ORGANIZATIONAL CHANGES

By April of 2003, the implementation and go-live of SAP NetWeaver, including SAP EP and SAP BI, was completed. Because the implementation of new technology involves organizational change, British Waterways applied change management skills, and actively worked with the users to help assimilate the new solution. At go-live, around 1,000 British Waterways employees began using the system. In the future, SAP Mobile Infrastructure (another component of SAP NetWeaver) will deliver the solution to the remaining remote canal bank staff as well.

IMPROVED FLEXIBILITY, LOWER TCO

In driving the applications that support the information access capabilities of SAP EP and the information management functions of SAP BI, SAP NetWeaver delivers specific benefits required by British Waterways. These include improved flexibility, with easily customizable SAP NetWeaver functions; increased speed in making changes whenever necessary, with robust knowledge management and collaboration abilities for faster decision making; and lower total cost of ownership (TCO), with technology aligned to British Waterways’ array of business requirements. To the organization responsible for protecting one of Britain’s greatest national assets, these and other benefits lead Smith to comment: “We’d certainly recommend the SAP solution to other service providers, and particularly where organizations have a wide range of different activities covering a number of business sectors.”