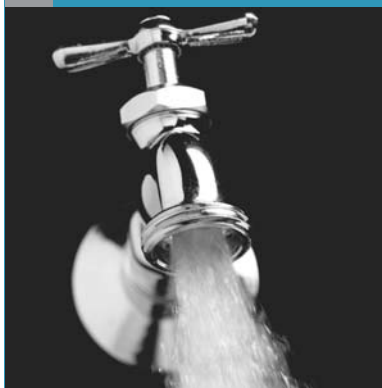


SAP Customer Success Story Utilities



SAP offered the only solutions that were able to integrate all the functionality and information **Marin Water** needed to run its business, linking things like utility billing and the general ledger, human resources and payroll, and warehousing and asset tracking.

Through better information, **Marin Water** managed to reduce the dollar volume of inventory by 25% and the amount it retains in its capital projects budget by 45%.



MARIN WATER

MARIN WATER IMPROVES EFFICIENCY, CUSTOMER SERVICE, AND CONSERVATION

Marin Municipal Water District (MMWD) is a public agency that provides high-quality drinking water to 185,000 people in a 147-square-mile area of Marin County, Calif. Marin Water implemented solutions from both the SAP for Public Sector and SAP for Utilities sets of solutions to support its commitment to operating efficiency, customer service, and conservation. Real-time information access was at the heart of the infrastructure decision.

“We had a utility billing system that didn’t talk to the general ledger, and another 20 systems that didn’t talk to one other,” says Terry Stigall, finance manager at Marin Water. “The best information I could get was at the month-end close, up to 30 days after the fact. While all the information was being collected, it was almost impossible to access it.

“SAP was the only solution provider that was able to integrate the applications and information that we need to run our utility, like utility billing and the general ledger, human resources and payroll, and warehousing and asset tracking.”

OPTIMIZING PROCESSES, CUTTING COSTS

Solutions in SAP for Public Sector support e-government by electronically connecting public administrations with citizens, suppliers, and other organizations via the Internet to enhance communications, streamline services, and cut costs. Solutions in SAP for Utilities optimize processes such as enterprise management; business support; sales and marketing; work management; energy data management; billing, invoicing, and contract accounting; intercompany data exchange; and customer relationship management.

Marin Water is seeing measurable benefits from the implementation.

“We reduced the dollar volume of inventory by 25%. We are getting goods only when we need them, instead of in anticipation of some unknown circumstance,” Stigall says. “Also, we can now budget directly to projects, instead of guessing. We estimate this will enable us to reduce the amount we maintain in the capital projects budget by 45%.”

That’s the power of detailed information.

“Through cross-application time sheets [CATS], we can track time by project or by work order,” Stigall says. “We can track things like how much it costs in labor and materials to do a repair, how much time we spend in labor negotiations, what we spent on a conservation booth at a fair, and so on.”

That’s the information Marin Water needs to operate efficiently and maintain the public trust.

“We have been working on controlling the budget – taking out fat, tightening things up,” Stigall says. “SAP enables this because we have much better information and can make better business decisions. We have not increased our rates in the last four years. With the information we are gathering now, we can control costs and still provide a quality product.”

DETAILED INFORMATION FOR CONSERVATION EFFORT

The availability of detailed information also helps the utility focus on conservation.

“[With SAP] we have much better information and can make better business decisions. We have not increased our rates in the last four years. With the information we are gathering now, we can control costs and still provide a quality product.”

Terry Stigall, Finance Manager, Marin Water

“Consumption is everything to us, especially when there is little rain,” Stigall says. “We have seven microclimates in our district. Before, we could never view consumption by different areas. With SAP, we have been able to identify the detailed differences to make better decisions on water conservation.”

The SAP solutions are linked with a geographical information system (GIS). Work crews use GIS-generated maps to identify repair sites and detail equipment configurations. Service representatives launch the dispatch orders from the customer interaction center when a customer calls to report a problem.

Marin Water is now extending its customer service to the Web.

“We are opening our systems to customers through the Internet,” Stigall says. “Customers can log on, pull up their account using a password, and pay online. They will be able to see a bar chart of their consumption and get information about water conservation for their area. This Internet access and Web integration is one of our most important initiatives. With SAP, we have a great system that is going to serve us well.”