



Edenhouse
CREATIVE BUSINESS SOLUTIONS

**Anglian Water
Case Study**

Error Monitoring



Client Overview

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.

www.anglianwater.co.uk

The challenge:

As part of the IS-U implementation, a large number of Anglian Water's crucial business processes have been automated using scheduled jobs within SAP. This ensures that the bulk of the processing is done outside of the normal business hours enabling maximum response for users.

Anglian Water required a team to; assess the impact of the scheduled jobs, determine a process for the management of the errors produced, monitor the jobs for the 6 months post 'Go-live' and deal with any errors reported, document the monitoring and resolution processes for all errors and finally to hand over the error monitoring tasks to the business to make it self-sufficient.

To ensure success Anglian Water were looking for experienced SAP consultants with an in-depth knowledge of SAP IS-U to undertake these tasks. Anglian Water selected Edenhouse to provide this team primarily based on the resources proposed and the previous positive experience of working with Edenhouse.

The Edenhouse Solution:

The first challenge for the Edenhouse consultants, prior to 'Go-Live', was to identify all of the business processes which would be automated using scheduled jobs. Edenhouse worked closely with Business Process Analysts from all areas of the business to compile a complete list of all scheduled jobs. This task was made more difficult as the Business Process Analysts were already working to very tight deadlines and had very limited time to spend on this task.

Despite this Edenhouse were quickly able to identify the full list of jobs which would be scheduled along with the job details such as how frequently the job would be run and which area of the business would eventually take-on the responsibility of monitoring the job.

The next step was to identify the best way to manage these jobs and any errors reported. Edenhouse; developed a process that linked seamlessly into the post go live support being provided by the implementation partner, provided a resource profile to project management for the skills required in the team post go live and developed a simple application to enable the team to record any errors reported by the batch jobs. This application ensured that every error was logged and dealt with appropriately. This application also acted as a central repository for all the information related to errors reported in any of the scheduled jobs. This was important as a key task in the assignment was



for Edenhouse to hand over the error monitoring responsibilities to the business and would need to provide them with as much information as possible.

Once the new system was live, Edenhouse began the task of monitoring the scheduled jobs. All of the preparation activities which the consultants had been working on in the months leading up to 'Go-Live' helped to simplify this huge task and ensure there were no unexpected surprises. Over time the application developed by Edenhouse became a knowledge base containing details of all known errors, along with the cause and solution for each one.

Edenhouse were also able to help the project team by using their SAP IS-U experience and knowledge of Anglian Water business processes to analyse errors before passing them to the project team.

Once the numbers of errors were at manageable business as usual levels Edenhouse then completed the handover and training process.

A handover document was created for each job detailing all known errors along with the causes and solutions. Edenhouse then met with various team leads across the business and delivered face-to-face hands-on training sessions so that the business were fully equipped to take on the task of managing any future errors as apart of their day-to-day tasks.

Impact/Benefits:

Edenhouse successfully managed the scheduled jobs for a period of 6 months after Go-Live and have now successfully handed over these activities to the business. The business is now managing these tasks themselves.

Edenhouse is now providing further support to the business to help identify related errors and thus reduce any duplication of work.

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”



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