



**Edenhouse**  
CREATIVE BUSINESS SOLUTIONS

**Southern Water  
Case Study**

**Mass Data Creation and Integration**



## Client Overview

Southern Water is responsible for delivering clean, fresh water to around one million households in the South East of England. They also treat and recycle dirty water from nearly two million households.

Strict European Union laws govern water and wastewater quality. Southern Water uses these high standards as minimum targets and strives to provide efficient, value for money services for all its customers.

[www.southernwater.co.uk](http://www.southernwater.co.uk)

## The challenge

Southern Water implemented SAP IS-U and CRM in 2006 to redefine their customer services activities and management.

Edenhouse was chosen to deliver and manage the data loading, following recommendations from previous work successfully completed for another major utilities provider.

In preparation for the 'go-live' phase towards the end of 2006, Edenhouse was responsible for ensuring training data was available for the business to train their users prior to system launch. At that point of time, the development of the training client was severely behind plan so the ability of Edenhouse to rapidly deliver the data was of critical importance.

Edenhouse successfully delivered all of the required data for fundamental and supplementary training which was then delivered in time for 'go-live'. Training data included adjustments and reversals, litigation, meter reading service orders, metered/unmetered, rate category types and workflow.

Post 'go-live' Southern Water undertook an intense recruitment drive resulting in intake of many new employees. This presented a fresh challenge of having to successfully and comprehensively train their new employees, as well as provide refresher and supplementary training to existing system users.

Following from the success of the initial work Edenhouse were again selected to effectively and efficiently load their new master data training client with key business data, allowing all users within the business to have the necessary system knowledge to provide top quality customer service.

## Edenhouse Solution

Edenhouse provided its knowledge within mass data integration into SAP via the system's various data management tools, in particular CATT scripts.

With the in-depth appreciation of SAP IS-U functionality that Edenhouse has, it allowed the streamlining of the data upload process and again ensured the data reflected accurate business scenarios for a water utilities company.

In the 'go-live' phase Edenhouse had to guarantee the immediate creation of data in order that, the already behind to plan training, could take place. Edenhouse was able to execute this with their knowledge of SAP IS-U and their extensive experience of SAP and CATT scripts. The on-site



consultants quickly loaded and processed the data required, liaising with a number of people within the business to ensure the tight deadlines were met and users were trained with the necessary skills before launch.

For the post launch training phase Edenhouse ensured a full working training client was in place by testing a number of key business processes within the new training system.

Edenhouse were then able to create CATT scripts specific to the training system in order to quickly, accurately and efficiently load a large volume of business data into the system through a structured approach.

Following this, Edenhouse managed the mass processing of data in order to reflect live and accurate business scenarios. The loaded and processed data was then distributed by Edenhouse to the team of trainers within Southern Water to enable them to successfully deliver the training courses to their delegates.

Southern Water also called upon Edenhouse to provide expertise and knowledge in the area of training clients (master data and delivery client structures and management) to ensure they operated a combination of best practices and a best fit approach for their business.

## Impact/Results

The challenge of ensuring the training system was accurately loaded with the necessary data was met on time, allowing the successful implementation of training in time for 'go-live'.

Edenhouse is now actively involved in the post launch phase and maintaining the data going forward.

Both the 'go-live' and post launch data loading tasks have involved the creation of over 60,000 unique pieces of business data for individually designed courses, which covered a varied range of topics and scenarios. This helped train over 350 users within the business.

Julie Strudwick, Training Manager commented,

"Edenhouse were recommended to us from previous experience at another water provider. At the time we involved Edenhouse the development of our training environment was severely behind plan and 'go-live' was fast approaching.

The knowledge Edenhouse demonstrated in SAP and in particular their knowledge of IS-U in the water services industry has been a real benefit to our business. When our internal resources were being pulled in many directions I needed someone who would come in and get the job done with minimal fuss and supervision. Edenhouse quickly understood the scope and delivered professionally with regular communication regarding progress, making my life so much easier.

We have now had a number of different consultants from Edenhouse working for us and the service is seamless. All are extremely professional, knowledgeable, and offer a true consultative yet hands on approach.

We believe the partnership between our businesses will continue to develop over time."



# Edenhouse

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