Sydney Water continues their SAP journey with a transformation of business operations

Sridhar Pydipati, Head of Digital Business Programs

THE BEST RUN SAP

Award Categories

Solution Awards

Best Run SAP Intelligent ERP Enterprise
SAP's intelligent ERP solutions are the Digital Core that enable businesses to integrate end-to-end cross functional next generation business processes so that companies can become intelligent. Eligible for entrants who have become an Intelligent Enterprise with Intelligent ERP solutions - SAP S/4HANA Cloud, SAP S/4HANA, Cloud ERP, Finance.

Best Run SAP CRM & Customer Experience
Eligible for entrants who have implemented SAP C/4HANA, SAP Customer Cloud, SAP Marketing Cloud, SAP Commerce Cloud, SAP Sales Cloud, SAP Service Cloud and built trusted relationships between their brands and customers, creating customers for life.

Best Run SAP Network & Spend Management
Eligible for entrants who have streamlined procure-to-pay processes, reducing risk, and gaining greater visibility and control over costs and who have implemented Supplier Management, Strategic Sourcing, Procure-to-Pay, Invoice management, Services Procurement and External Workforce, Selling and Fulfillment, Travel & Expense through SAP Ariba, SAP Concur, SAP Fieldglass solutions

Best Run SAP Human Resources and People Management
Eligible for entrants who have simplified and integrated HR processes and implemented Core HR & Payroll, Time & Attendance Management, Recruiting & Onboarding, Learning & Development, Performance & Compensation, Workforce Planning & Analytics with SAP SuccessFactors solutions.

Best Run SAP Analytics
Eligible for entrants who have used data analytics to make intelligent connections and have implemented SAP Analytics Cloud, Business Intelligence, Enterprise Planning and Predictive Analytics solutions.

Best Run SAP Experience Management
Eligible for entrants who can demonstrate the use of experiential data combined with operational data to make significant changes in their business to improve customer or employee outcomes.

Best Run SAP Digital Supply Chain
Eligible for entrants who have streamlined design to operate processes, improving customer outcomes, providing increased visibility into business operations, and supporting business innovation, and who have implemented Supply Chain Planning, Supply Chain Logistics, R&D/Engineering, Manufacturing, Asset Management with SAP Digital Supply Chain solutions.

CEO Awards

Best Run SAP Next Gen Innovator
Eligible for entrants using SAP technologies to re-imagine and drive significant improvements to existing business processes resulting in measurable business impact and implemented Intelligent Technologies such as SAP Leonardo, IoT, Machine Learning and Blockchain solutions.

Best Run SAP Industry Disruptor
Eligible for entrants using SAP technologies to transform an industry. The entry should highlight how the use case represents a disruption in the way the industry has traditionally conducted business.

The Chris O'Brien Award
This award is named after Chris O'Brien, our Customer Officer who passed in 2019. Chris himself was a Social Hero, establishing a social enterprise business called Buy Undies Give Undies. For every pair sold, one was donated to kids in need. Eligible for entrants using SAP technologies to be used for significant social impact by promoting sustainability and improve people's lives.

NOTE: Highlight the award categories you wish to enter

Industry	Website	Product and Services	Revenue	Featured SAP Solutions
Utilities	https://www.sydneywater.com.au	Potable drinking water, wastewater, and stormwater services	AUD 2.5 B	SAP S/4HANA, Ariba, Concur, SAC

Challenge

Sydney Water, Wipro and SAP have together been on a transformation journey over the the past 5 years. After the successful implementation of CxP (SAP IS-U/CRM, ReFx – see next slide) the Sydney Water Board continued the journey with the strategy of transforming back office operations including Finance, Procurement and Supply Chain under the name BxP (Business Transformation Program). This involved the continued leverage of the SAP product suite to transform business processes by introducing leading practices and a solution that could utilise actionable business data insights to continue Sydney Water's journey towards an intelligent enterprise. This exciting program formula was made even more interesting as it coincided with the COVID-19 pandemic, introducing a number of unique challenges to deliver.

Solution

Sydney Water, Wipro, and SAP Services each brought their unique skillset to collaborate on building a close partnership that enabled Sydney Water to adopt SAP solutions as opposed to adapting them (adopt SAP – minimise enhancements). The program spans multiple SAP products including S/4, Ariba, Concur, Fieldglass and SAC. Wipro as the Systems Integrator brought industry knowledge and technical expertise to the program. SAP had a dual role providing advisory and assurance services under a Max Attention construct and implementation services for Ariba.

Outcome

This transformation has allowed Sydney Water to improve Finance and Supply Chain processes to drive efficiency, transparency and visibility. A key objective of the program was the development of a Cost Model that could provide greater granularity and visibility of costs to drive informed decision making. Closer engagement with suppliers and partners was another focus area that sees the business derive benefits with a majority of suppliers and partners signing onto the Ariba Network. The enables the partners to work in a more collaborative way with Sydney Water. BxP will also drive a new way of working within the business around the collection and dissemination of information using self service capabilities that allow Heads of Departments to make more informed decisions based on real time information.

"Quote"

"The implementation of the SAP suite to transform Finance, Supply Chain, Procurement and Cost Management processes at Sydney Water will provide the foundations to drive enterprise wide process excellence and intelligent decision making. Coupled with the previous implementation of SAP's CRM & Billing platform, Sydney Water has now deployed generational transformation across the organisation setting Sydney Water up for the future.

'Dominic Hatfield, CIO & GM Digital

- Program delivered to time, cost and quality securing clearance from various Audit Functions (PwC as Board Advisory, Deloitte as Security Auditor, SAP Max Attention for Solution integrity, NSW Department of Customer Services).

- The first SAP S/4HANA Utilities go-live in APJ.

- Data Conversion success rate of 99.9%.

- 75% of project work effort conducted remotely due to COVID and not 1 day lost to schedule.

Better investment decision making saving $7m/year.

- Reduction of 300 manually maintained buyer routes to a single workflow for authorisation.

- Single source of truth.

Sydney Water Runs SAP S/4HANA

Implementation of CxP (SAP IS-U/CRM, ReFx)

Sydney WATER

"Quote"

"One of the success measures of this program was that we'd go live, and it would be completely seamless for our customers. We went live, and our customers didn't even know we had swapped to a new system. We chose SAP because we thought it was a close match to our current system and it could lay a really successful platform that will allow us to grow in the future."

Kathy Hourigan, GM, Customer Services, Sydney Water

Challenge

The primary challenge was the replacement of a high risk 30 year old mainframe billing system with a modern flexible billing and customer system (SAP IS-U/CRM). It set the foundation to enable a broader corporate 'life-stream' strategy of transitioning Sydney Water from an asset-focused view to customer-centric view.

Solution

SAP S/4HANA® software, integrated with Industry-Specific Solution for the Utilities Industry (IS-U), Customer Relationship Management (CRM) and Flexible Real Estate Management (RE-FX).

- Additional solution components include SAP BW/4HANA, Open Text Presentment and Archiving, SAP BODS, BO, SAP IDM, GRC, PO Netweaver, Fiori

Outcome

- World's largest integration between SAP ISU, CRM and RE-FX – enables customer centric data model while complying with property based financial management requirements
- Single screen design for all Property, Billing and Customer Service data. Ease of Customer Service and quality outcome for End Customer Service
- Seamless user experience through Fiori apps - provides device agnostic support incl. Mobile, Laptop or Tablets

1st Class Delivery Execution
- Smooth deployment with a world class 99.9997% conversion rate.
- Improved daily batch execution (10-20% faster) with no operational batch failures in the 1st qtr. of operations

11th

Largest utility business in the world

1st Class Operational Performance
- No increase in customer billing enquiries providing qualitative evidence of accurate bills.
- 15 to 25% reduction in daily exceptions

Partner Information

Wipro

System Integration and Transformation Partner

" "Wipro's deep expertise in the water and utilities space, program management skills, capabilities in new and emerging technologies, and the close partnership with SAP have enabled Sydney Water to become more agile, deliver innovative solutions to customers faster and strengthen its leadership position in the marketplace. We look forward to continue playing a key role in Sydney Water's transformation journey" – N.S. Bala, CEO - Asia Pacific, Middle East and Africa Wipro Limited

Partner Information

PwC

Strategic Advisor

"We are proud to have been the strategic advisor to Sydney Water's Board across their Digital Transformation portfolio working closely with Management and Project Leadership. In our role, we provided key advice on program direction and risk management throughout the program lifecycle that supported Sydney Water to deliver their Customer Experience Platform and Business Experience Platforms on time and on budget. The team and I would thank Sydney Water for the opportunity to support these critical programs and look forward to seeing the benefits returned to the business and their customers"

Ken Brown, Partner - Digital Transformation, PwC
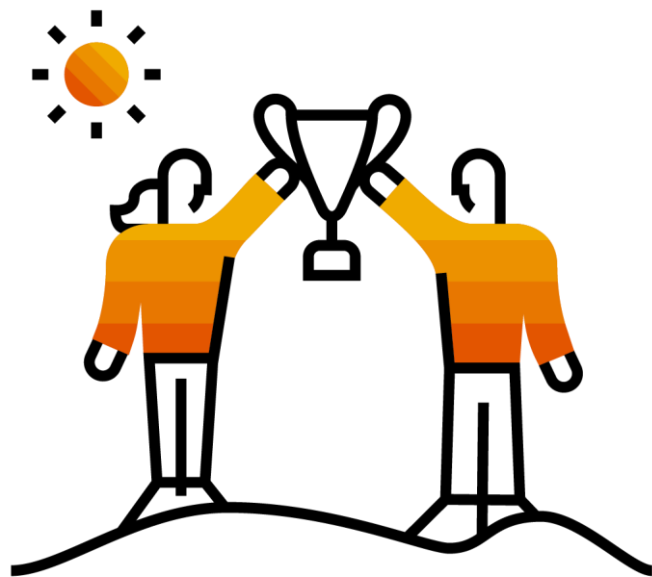
Enquiries: sapbestrunawards@sap.com

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