

Anglian Water

SAP Interactive Forms, implemented using FLM reduces form cycle times from 2 days to 10 minutes!

Background

Anglian Water (AWS) is one of the largest water and wastewater companies in England and Wales. It supplies water to more than six million domestic and business customers and provides almost 1.1 billion litres every single day.

AWS has an extensive SAP Platform and integrated 'Click' scheduling solution to coordinate and automate extensive and complex works schedules.

It is of utmost importance to manage the cost of service provision in order to provide the best level of customer service whilst ensuring good value for money.

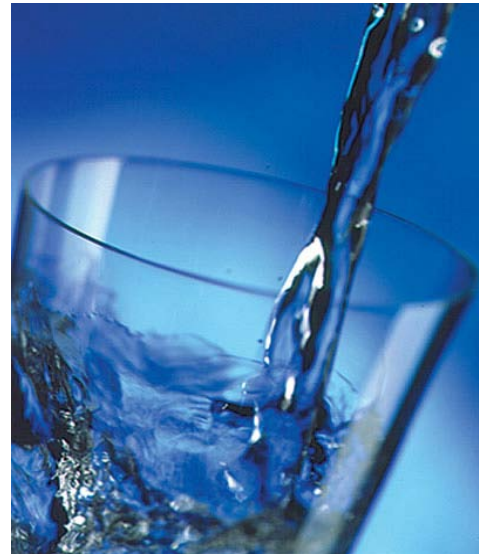


The Vision

Prior to the implementation of FLM, AWS managed survey work using e-forms that were not integrated to SAP. Work conducted by contractors was carried out at 'arms length', with files prepared manually and sent to AWS each day. Processes were very labour intensive, prone to error and created the potential for data to be lost completely.

AWS wanted to completely transform its processes. The aim was to gain transparency across job lifecycles, reduce the need for re-keying of data, cut down on costs associated with errors on survey data, optimise field and scheduling efficiency and streamline payment procedure.

With FLM, instead of an e-form being manually populated on site, an off-line, pre-populated version of the form is launched containing data held in SAP, any new data is entered, and the form is sent back to the FLM system using email. It's that simple! With the previous system this would have taken two days, now it takes 10 minutes!



"We have 2400 forms processed per day that no longer require re-keying data. This has significantly lowered cost of data processing and improved data quality"

Raylene Patterson, Anglian Water Services

The Solution

Exactly the same form is used in the back-office – this time as an ‘on-line form’, for adding and amending details.

As the same form is used regardless of the method of initiation, there is consistency in the user experience whether triggered by an engineer / contractor worker out in the field or by the back office staff.

FLM is designed to accept submission of forms in multiple ways without extra development. One effect of this has been a great improvement in the accuracy of traffic management applications, and a reduction in the time that roads have been closed or temporary traffic lights put in place. So the benefit impacts the local communities.



This new process has also radically cut down on the amount of errors made and reduced the time it took to identify and correct them. Each e-form triggers a number of complex updates in the SAP back-end system. Those updates trigger new work to be scheduled, which in turn is captured in more e-forms. In the event of any posting errors, the form is routed for corrective action, and picks up those errors so that the user can see immediately any problems with the form data.

“We now have a fully automated, visible, streamlined, fast e-forms process fully integrated with SAP for both our AWS Personnel and Contractors.” said Amy Duffield, Information Services Project Manager.

FLM was chosen because of the flexibility and tools provided within it to deliver high quality forms to participants at any given points in a form lifecycle and to manage updates to SAP at various stages in that lifecycle.

Implementing FLM with e-forms has significantly contributed towards the saving goals that AWS set itself for the initial ramp-up. The user experience has been greatly enhanced along with improved data quality and compliance.

Key Facts

CLIENT

Anglian Water

INDUSTRY

Utilities

CHALLENGES

- Speed up form cycle time
- Reduce costs associated with re-keying forms
- Eliminate inefficiency of staff forms processing

SOLUTION

- Forms Lifecycle Manager™ (FLM) real-time integration with SAP
- Adobe forms provide a familiar paper-like front-end for users
- FLM administration tools allow forms delivery to targeted participants or groups
- Routing easily designed and managed

RESULTS

- Form cycle time reduced from 2 days to 10 minutes!
- Amount of forms reduced from over 30 to around half a dozen
- Improved data quality
- A more engaging user interface
- Online and offline form experience the same