



## Customer Case Study: National Grid Metering I&C

National Grid Metering implemented SAP in 2004 with the solution concentrating on the domestic side of the business. Whilst this provided a strong platform for a large part of the business, it did not completely fulfill the requirements for the Industrial and Commercial (I&C) division's aspects of the business, and as a consequence Project Blueprint was initiated to provide a solution.

I&C previously used a large number of disparate systems, some of which were integrated with SAP, to complete daily transaction processing. In addition a significant amount of data manipulation took place outside of SAP to produce customer and management information. The increasing maintenance overhead of these different systems and the need to restructure the business led National Grid Metering to expand the use of SAP as the standard platform for all its processes within the I&C division.

The solution expanded the use of the Customer Service (CS), Plant Maintenance (PM) and Sales & Distribution (SD) modules to integrate with the existing IS-U solution providing a platform to manage:

- Design, quotation and acceptance of new work including complex individual customer specific requirements.
- Management of customer queries and ensuring that regulatory standards were met.
- Management of ad hoc work.
- Work planning with external input for service provider scheduling.
- Planned and preventive maintenance work scheduling.
- Asset portfolio updating.
- Policy meter exchanges.
- Procurement, billing and finance.
- Documents, technical specifications and drawings.

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In addition to the above, the existing solution incorporated the use of SAP Portal for input externally by service providers and internally by employees, along with SAP BW for management information purposes. The Portal was enhanced to further integrate with the new business processes, whilst SAP BI was re-implemented to address the additional reporting requirements.

DNASTREAM provided programme management and industry-experienced SAP implementation specialists to help achieve a successful project delivery.

Commenting on the programme, Nigel Taylor, Portfolio Lead Metering and Onstream Programmes, National Grid said:

***"The project encompassed significant SAP and business change elements. DNASTREAM added a strong team of project and programme managers and industry-experienced consultants who brought significant leadership, drive and experience to bear.***

***The result was a timely project delivery and excellent adherence to the budget."***

The project was delivered on time and in line with the budget and further demonstrates how SAP solutions are recognised as world leading business solutions in the utilities sector.

Andy Milner, Managing Director, DNASTREAM said:

***"The successful delivery of this key programme demonstrates how DNASTREAM can work with customers and partners to achieve outstanding results, through the application of a select team of highly experienced professionals."***

The programme has been recognised as a great success within National Grid and Nigel Taylor further commented:

***"I would recommend DNASTREAM to other organizations that are looking to ensure their SAP Programmes are successful and cost effective."***