# NATIONAL GRID - A SPECIALIST SAP IMPLEMENTATION

## CASE STUDY

## CLIENT ISSUES

National Grid had implemented SAP for the domestic part of the business but found that this solution did not fully meet the requirements of the Industrial and Commercial (I&C) metering division.

Due to the complexity and specific requirements of this part of the business I&C used a large number of disparate systems. Some of these systems integrated with SAP but others didn't. As a result it was necessary for a significant amount of data manipulation to take place outside of SAP to produce both 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.

## DEFINING THE PROJECT

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| **Client:** | **National Grid** |
| **Business Division:** | **Metering** |
| **Location:** | **UK** |
| **Industry:** | **Utility** |

**Project summary:**
DNASTREAM brought their unique knowledge and insight into the working of the utility sector to address the particular system requirements of National Grid.

With our help the business was able to come together under the same SAP solution.

## WHAT WE DID

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

- 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

## OUTCOMES

DNASTREAM were able to bring their utility knowledge to National Grid to understand the specific issues and complex requirements of the I&C metering business.

This allowed the business to come together under the same solution, whilst still maintaining the particular business requirements of each part of the business.

Having been through a SAP implementation before, National Grid were able to appreciate the benefits of having DNASTREAM on board with their experience and expertise to focus on this project and deliver the right solution on time and to budget.

## TESTIMONIALS

"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.

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

Nigel Taylor, Portfolio Lead Metering and Onstream Programmes, National Grid