ONSTREAM TRANSFORMATION PROGRAMME
Software Selection and Training

CASE STUDY

CLIENT ISSUES

The main goal of the OnStream Transformation Programme (OTP) was to enable OnStream to become a leader in the field of Smart meter installations and operations. The IT infrastructure would use a range of commercial-off-the-shelf software replacing the existing applications as a more cost effective solution.

With our track record in the Utility sector, we were requested to support OnStream in the assessment of the software vendors, setting out key criteria in the RFI/RFP documents and supporting the OnStream Executive Committee (OEC) during the RFP and vendor selection process, to ensure the right solutions were identified to meet the budget and operational objectives.

The solutions selected and implemented as part of the OTP were:

•	RightNow	CRM
•	MetraTech	Billing solution
•	Wheatleys	Work and asset management solution
•	ClickSchedule	Scheduling and despatch
•	ClickMobile	Mobile field force solution (running on Panasonic MC70 devices)

In addition, DNASTREAM were asked to propose and source a third party Training Productivity Solution capable of working seamlessly with the selected IT applications, in order to reduce risk around the time scales for development and delivery of training.

DEFINING THE PROJECT

Client:	**OnStream**
Business Division:	**Metering**
Location:	**UK**
Industry:	**Utility**
Project value:	**£350k**

Project summary:

OnStream chose to work with DNASTREAM as we have a proven track record in the utility sector.

The customer needed us to support their transformation programme to introduce a more cost effective and operationally aligned IT solution architecture, by blending the right mix of commercial-off-the-shelf software.

OnStream
A National Grid company

DNASTREAM
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WHAT WE DID

DNASTREAM created a strategy and execution plan following the detailed approach below:

- Meet with key stakeholders (OEC, IS representatives, Process Leads and Change Teams) to define and agree objectives for the required IT solutions.

- Support creation of RFI and RFP documents for engagement with potential IT solution providers.

- Conduct presentations and demonstrations of the proposed IT solutions with key individuals from IS and the business to ensure solution met OTP requirements.

- Undertake detailed evaluations of the proposed IT solutions and undertake software vendor selection with recommendations to the OEC.

- Gather market / vendor / industry intelligence for the Productivity Solution and propose recommendations to IS.

- Conduct a "software shoot out" of the recommended Training Productivity Solution against the incumbent solution to validate DNASTREAM's recommendations, followed by a Proof of Concept involving the selected new IT application (RightNow, Wheatley and ClickSoftware).

- Lead contract negotiations with software vendors of the proposed IT solutions and Productivity Solution.

- Present final IT architecture, commercial proposals and implementation plans to the OEC for approval.

- Support transition into programme initiation and establishment of programme delivery teams including National Grid IS, partner onshore and offshore teams and vendor teams for the selected IT solutions:
  - RightNow
  - MetraTech
  - Wheatley
  - ClickSoftware

The selected Training Productivity Solution included four components that together provided comprehensive coverage to meet OTP requirements:

- Server-based central content management and workflow engine to enable automation and collaboration during content development.

- Process modelling functionality to integrate with Casewise to replicate the process model with the training content structure.

- Content authoring tool capable of creating simulations across all of the selected IT applications.

- Web portal for project team and end user access to training content.

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OUTCOMES

DNASTREAM successfully supported OnStream to evaluate and select the applications for its new IT systems landscape, as well as selecting a suitable Training Productivity Solution capable of working seamlessly across all applications, thus reducing the risks with time scales for development and delivery of training.

With close collaboration from DNASTREAM's experienced team of programme delivery professionals, OnStream were able to quickly establish commercial arrangements with all software vendors and mobilise the programme with confidence.

The selected Training Productivity Solution enabled the creation of training content, e-learning simulations and documentation across all the selected IT applications, which would not have been possible using the previous solution in use by National Grid IS. This helped to ensure faster development cycles and provided a consistent approach regardless of which system was being trained, thus facilitating excellent levels of end user adoption.

DNASTREAM also provided and experienced training manager and training specialists to supplement the customer's team and assist with the content creation, train-the-trainer and end user training delivery across the four new applications using the chosen Training Productivity Solution.

Our work helped set a foundation to support ongoing business change within the programme and National Grid IS by providing proven strategies, recommendations and supporting information on how to ensure effective end user adoption of the new IT applications.

DNASTREAM helped deliver business benefits across the programme by ensuring properly thought through engagement with the selected software vendors, reduction of risk in training, high levels of end user adoption and, ultimately, a reduction in the need for end users to seek help desk support.

TESTIMONIALS

"We were able to transfer our knowledge and skill up teams so that OnStream will be able mobilise future transformation programmes themselves, supported by a range of proven approaches and technologies."

Paul Windsor, Programme Lead, DNASTREAM

"We are pleased that OnStream recognised DNASTREAM's extensive utility industry experience and our proven track record in managing large scale change management programmes for major UK utilities."

Andy Milner, Managing Director, DNASTREAM