



ABOUT THE ORGANISATION

With registered offices in Verviers, Société Wallonne Des Eaux (SWDE) is a public services organisation that is the main supplier of drinking water in Wallonia, Belgium.



HIGHLIGHTS

- SWDE selects SAP Work Manager with implementation partner SOA People to empower its service and maintenance crews
- With SAP Work Manager technicians can work more productively and autonomously on their mobile devices both on and off line
- Data on mobile devices is synced with the company's ERP at user-defined intervals

SWDE GAINS ENHANCED PRODUCTIVITY AND WORK FORCE EFFICIENCY WITH SAP WORK MANAGER

CHALLENGE

SWDE has a large team of technicians that are field based and needed a solution that would enable the company to provide them with guided work flows and the ability to carry out timely processing of work orders and notifications, both online and offline.

The company had requirements for two of its sets of technician crews that would make life easier. One crew is responsible for water production services and preventive maintenance services across the water treatment plants, pumping stations and reservoirs. They carry out checks at the installation sites and register any problems with the operations manager so that a works order can be raised.

The technicians for water production services used a laptop on site to register information and to log issues into the SAP system using 4G, but this was not satisfactory due to varying network coverage.

The other crew is responsible for water supply services at customer sites and for replacing some 60,000 water meters each year. The mobile solution in use wasn't supported by SAP anymore and had to be replaced.

And issues arising from the indoor installation of the customer's water supply are registered with SWDE's call centre. The corresponding work orders were printed.

There was a need to reduce paper-based processes and the potential for error, and replace these with an automated mobile solution that would be directly integrated into the company's SAP backend to enable the full workflow to be completed and visible.

"As we weren't familiar with this solution we needed an experienced SAP professional to guide us through the implementation process, and SOA People gave us confidence by demonstrating previous customer examples they had worked on. They felt like the right fit."

SOLUTION

SWDE had chosen SAP Work Manager as the solution that would empower the service and maintenance crews to work more productively and autonomously, by being able to tap into the SAP Work Manager mobile app and synch their devices directly with SWDE's SAP system.

Following a tender process, SOA People was selected to implement SAP Work Manager. Gaëtan Jacques, Project Manager at SWDE says, *"As we weren't familiar with this solution we needed an experienced SAP professional to guide us through the implementation process, and SOA People gave us confidence by demonstrating previous customer examples they had worked on. They felt like the right fit."*

With SAP Work Manager, the technicians can carry out their missions directly on their mobile devices, as they have all the information they need at their fingertips. Whether in online mode or offline, the technicians can perform their tasks and confirm the work directly in SAP Work Manager. All it takes is an internet connection to synchronise the information between the ERP and SAP Work Manager, otherwise the data will remain on the technician's mobile terminal and in the ERP while waiting for cellular or WIFI network coverage.

The technicians can also register the time they spent on the road or on a particular task and share photo evidence which is uploaded to the app. The scope is similar for both crews, whether it's to measure the water quality or to order parts, everything can be registered simply in one place.

The new solution, currently being accessed by 150 users, gives the operations team complete visibility of current and completed works orders. Due to the success of SAP Work Manager SWDE is now looking at ways to roll it out more widely across the business. SWDE is also looking to transition to SAP S/4HANA in the near future.

BENEFITS

Improved work order management: SWDE's works orders and notifications to and from the technical crews are more easily managed, together with the recording of problems, time, action, parts, measurement readings, and attachments.

Offline and online access to maintenance management: SWDE's technicians have easy access, wherever they are, to maintenance data and processes and can manage their work whether they are offline or online, with data synchronised with the ERP at user-defined intervals.

Reduction of paper-based processes: Work flow information is all recorded online so there is a significant reduction in paper-based processes.

Faster access to information: Because SAP Work Manager synchronises and aligns the data that SWDE needs, timings have dramatically improved and made decision-making easier and swifter.

Enhanced productivity and efficiency of work force: Time management is recorded on the technician's device and fed back to SAP, so it can be used for management reporting.



WORKING WITH SOA PEOPLE

"We have a good working relationship with SOA People. The consultants are very professional and experienced in SAP solutions and well qualified to provide the best fit for SWDE."

Gaëtan Jacques, Project Manager,
SWDE



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