

# www.londonhydro.com

## Success Story

London Hydro is the provider for safe, efficient and reliable supply of electricity to City of London's approximately 355,000 residents and business owners using a fully owned, operated and self-maintained network of overhead and underground power lines of more than 2609 kilometers in length. Besides billing electricity, London Hydro is also responsible for billing water and sewer services on behalf of the sole stakeholder *City of London*.

ecomize was requested in March 2010 for an immediate assistance as special expertise partner in order to review and revamp the implementation of SAP IS-U/UCES for their Internet E-service & E-billing strategy. "MyAccount" was an incomplete part of an overall SAP implementation by a major consultancy

After analyzing the project situation and gaps, ecomize managed to get the project back on track within a short period of time. This also included an improved usability and seamless integration. My Account provides today a fully autonomous and 24/7 utilities self-service to London Hydro's customers.

Manish Maheshwari, Program Manager of London Hydro, London (Ontario), was very satisfied with the results:

*„ecomize has proved to be exceptional and very reliable. The provided high quality service, their broad and strong understanding of SAP was a key element of the successful implementation.*

*With ecomize on board we solved our issues and handicap very quickly and were able to produce an impressive implementation beyond our original expectations. "*

Manish Maheshwari (Program Manager)



## Requirements

### Situation

London Hydro has started in 2008 to replace their legacy Customer Information System by introducing SAP using the services of a major SAP consultancy. The implementation partner was released in 2009, however some deliverables remain incomplete.

Part of the incomplete deliveries was SAP's Biller Direct extended version for Utilities (IS-U); so called Utilities Customer E-Services (UCES), whose implementation has started beginning of 2009. ecomize was requested to step in as special expertise consultancy, to analyze the required tasks for securing the original Go-Live schedule mid of 2010 challenged by already slipped timelines.

### Targeted services

- ▶ Registration, Validation & Logon Process (Fully automated)
- ▶ Transaction History
- ▶ Payment History
- ▶ Maintaining Customer Address & Contact Details
- ▶ Contract & Technical Details
- ▶ Setup for Paper & Paperless Billing (E-Billing) using PDF
- ▶ Bill Notifications
- ▶ Accept Online Meter Reads
- ▶ Meter Reading History
- ▶ Consumption Charts
- ▶ Online Help

## Facts

**Project start**  
Mid March 2010

**Implementation start**  
Beginning April 2010

**Testing start**  
Mid of May

**Go-Live**  
Mid July 2010

**Effective man-days**  
60

## System Details

**SAP ERP**  
Version ECC 6.0

**SAP IS-U/UCES**  
Version 6.04

**Developer Environment**  
NWDI & NWDS

## Analysis & Goals

### Infrastructure

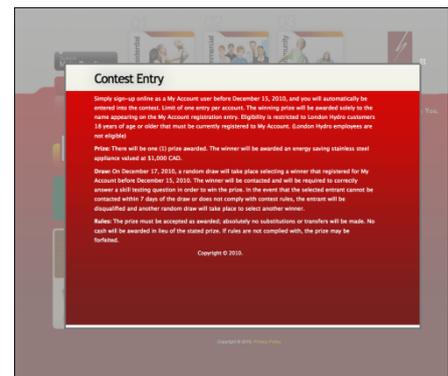
The original architecture was laid out to have the ERP (NetWeaver ABAP) and UCES (NetWeaver Java), to handle the web user interactions, running on the same physical machine. This would cause a negative impact especially, but not exclusively, on performance and security to the whole interconnected SAP landscape including applications like CRM and Interaction Centre. By realigning the landscape, the vulnerability against attacks from the World Wide Web, the risk of breakdowns, potential high security and performance impacts are limited.

### User-Management

The previous design and configuration was planning to use the ERP backend for the User-Management, which practically meant creating ERP user for each registered web user. Such an approach could have dramatically increased the ERP user counts (which could be as high as 20,000+ users) thereby resulting in unexpected SAP license costs escalations.

### Master & Transactional Data

A major business requirement was identified regarding filtering, summarization and presentation of financial transactions (e.g. debit, credit, payment, etc.). Based on the data model and data migration decisions related to billing and invoicing documents there was a huge potential of self serve user getting overwhelmed with the presented financial data by default. Target was to apply algorithms to filter & summarize information retrieved from the backend to avoid confusion on the user side.



### Usability & Design

The Internet self-service was introduced to provide a high quality and round-the-clock service to London Hydro's customers. It is therefore an essential aspect of the implementation to put a special attention on the usability and presentation. By applying the common design of corporate web site with same look and feel to the UCES, the customer is able to experience the seamless integration experience.

Even after having the satisfaction of the customer as main motivation in mind, it also is in the benefit of the business to increase the user acceptance. A satisfying self-service helps to solve customer issues almost automatically and reduces the need to keep on maintaining an expensive customer service department. Improved usability and user acceptance was therefore a further requirement to round off the web self-service package.

## Our Services

For FSCM Biller Direct / UCES

- Prototyping
- Consulting
- Requirement Analysis
- Customization
- Enhancement implementation
- Seamless Integration
- Technical Support
- Upgrades

We also offer you an service to review your existing implementation.

## Approach

### Consulting

After the customer experienced a hard time with their undelivered portion of SAP implementation by the implementation partner, we put special attention on a comprehensive consulting service to work out the best solution for their situation. It was also a target to reopen the eyes for the potentiality, flexibility and foundation SAP offers to London Hydro by using the available systems; more specifically for the NetWeaver infrastructure and UCES as foundation for all e-services the customer likes to offer.

### Implementation

Under consideration of requested usage of version 6.04, the identified issues within the User-Management and the situation that most of the code of the previous consultancy was not reusable, it was decided as fastest solution to start the implementation from scratch.

A change over to an UME/LDAP based User-Management was chosen, which provides a better foundation for the interaction and exchange of accounts between non-sap applications.

### Integration, Design and Usability

Integration, design and the usability go hand in hand and a strong expertise is the foundation for a successful implementation. By default UCES is based on a HTML frameset technology, which unnecessary increases the complexity to handle modification and also results into some user-unfriendly browser behaviors. ecomize already offers a solution to easily avoid framesets, which builds in addition the foundation for another solution by ecomize to enhance Biller Direct using a centralized template framework.

ecomize's Single-frame and template solution were the key element to adjust the structure of all pages to the customer needs and quickly apply the Cooperate Identity (CI) to all 'vanilla' pages by minimizing the modifications on SAP standard content. This approach has not only dramatically reduced the implementation time; it also simplified the long-term maintenance efforts and reduced risk of a lost SAP support.

Additionally several small scripting frameworks to enable a animations, dynamic contents and a more interactive behavior haven been introduced. This also includes a replacement of all popup windows replaced by animated inner frame technology. This approach has not just only added a fancy and modern touch to the application, it has also helped to improve the usability by avoiding as example the confrontation of multiple browser windows and popup-blockers.

### Automation

Multiple adjustments were required to bring the 'vanilla' UCES system in line with the business process designs and technical modifications introduced by the previous consultancy. This included the e-bill printing process, the usage of address independent contact details and advanced algorithms in the determination & presentation of debit and credit items to avoid confusion on customer side and to enable a easy to understand transaction flow.

## Solution

### Seamless

The cooperation between London Hydro and ecomize has resulted in a successful UCES solution called "MyAccount", which offers today a 24/7 e-billing and e-service functionality for the utilities specific environment. The online service has embedded itself completely into the corporate static web-site , so that a seamless customer experience is guaranteed.

### Simply & Easy

The overall presentation and compilation of functionalities is optimized to the needs of London Hydro's customers for a simple and easy to use online service. As part of that, special functionalities have been initial disabled to avoid an overwhelming overflow of information and options.

### Automation

The enhancement around automation of logon and registration process (along with the guidance through the online service) has reduced the potential workload, which could have been burdened on the technical and functional support staff. Although in its infant stage of going live, there are indications of customer service through this online self-service offering.

## Good to know

ecomize is offering as part of an automatically for a package of solutions as enhancements for Web-Channel productions in front. No need to start to implement own solutions from scratch such as

- Logon
- Registration
- Animated Flash Charts
- Template Framework

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## Future

An online service is not a one-time project; it requires constant attention to be able to keep on providing a high quality service. London Hydro therefore is continuing to improve the online service and is going to explore to enable additional utilities and non-utilities specific processes - MyAccount provides the best foundation to adapt quickly and cost efficient.



**“The positive feedback we have received from customers about MyAccount has confirmed our decision to engage ecomize”**

Peter O’Grady (Director of IS, London Hydro)

## USP

**ecomize** is an specialist for the integration of SAP CRM, Web-Channel and mobile application products. We provide comprehensive technical and functional know-how for the implementation of SAP products.

### E-Business

The successful automation of business processes using the newest information technologies and techniques are our strength. It’s not just a coincidence that we have built up our experience around web and mobile channel to leverage your investments with your SAP CRM & ERP system using

- E-commerce / E-selling
- E-billing
- E-service

### Applications

Over the years ecomize has become beside CRM & NetWeaver a special expertise partner to successfully implement SAP’s most agile products like

- SAP Internet Sales / Web-Shops
- SAP Biller Direct (E-Billing) / SAP Utilities Customer E-Services (UCES)
- SAP Mobile Sales

Our passion for the technology, SAP and consciousness for the details in combination with your business proposition is the foundation for a long-term business success.

## Procedure Model

Analysis	An eye for essentials
Concept	Clear definition of required steps
Realization	Under consideration of the customers costs and benefits
Quality	By taking advantage of modern technologies
Customer Care	Individual adoptions to the customers needs and requirements
Consulting	Focused an strategy, tactical and operative level
Support	Immediate assistance whenever it is required