



Case study: Anglian Water

KEEPING IT FLOWING

Amy Duffield, project manager, Anglian Water Services:

“The introduction of the five PC Pods from feasibility to implementation was a smooth transition, ensuring the training programme was delivered to timescales...”

Geographically, Anglian Water Services (AWS) is the UK’s largest water and sewerage company. It serves over 4.2 million water, and 5.6 million wastewater, customers.

Working with CSC (Computer Science Corporation) as project implementation partner, AWS selected PC Coaching for a major role in ensuring the successful introduction to, and training of, its staff for its upgraded, major new IT system, called SAP.

Need

- Following a review of its IT strategy, to enhance its customer service, efficiency and organisational impact, AWS consolidated its front and back office functions into SAP.
- Fourteen systems were replaced with SAP IS-U, together with the introduction of SAP SD, SAP CRM, SAP BW, plus SAP Case Management and custom development addressing Trade Effluent Billing. Additional aspects included a new debt management module, and centralised billing.
- A pivotal element was the training of front and back office staff in the characteristics and skills required of the new SAP system.
- To ensure that the high quality of AWS customer service was maintained during the transitional/training phase, an additional number of staff was recruited.
- Additional space was needed to accommodate ‘over-spill’ of staff at a time when space for training needs was maximised at the AWS offices, due to the training requirements.

Solution

- Five stand-alone PC Pods were deployed to give additional training space at the AWS Lincoln offices.
- The PC Pods were configured with the new SAP software and connected to the AWS network.
- With their onboard technology and purpose-built interior learning environment, the PC Pods provided a convenient, on-site facility for the training programme roll-out.
- 950 users undertook the computer-based training (navigation, best/real work to practice, scenarios etc) over 19 weeks.

Result

- Very successful implementation of live system.
- With 23 trainers and 73 courses, 6,000 training days were delivered. Training programme was delivered across the Anglian region and Hartlepool. Sites included: Lincoln, Huntingdon, Hartlepool, Bedford and Norwich.

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- Staff overspill was accommodated.
- Smooth running of training programme and maintenance of high quality ongoing services, particularly during transitional phase.
- Positive feedback from delegates and trainers.
- Staff down time/disruption minimised.

Amy Duffield continues:

“PC Coaching’s support and back-up services were first rate. They played a key part in ensuring the efficient implementation of the training within the designated time-frame.”

Phil Gray, Project Director, PC Coaching added:

“The project with Anglian Water is another example of how mobile training units can support large scale, bespoke system rollouts. We have maintained an excellent relationship with AWS and the overwhelming success of this project has helped the continued growth of our client base in the utility sector.”