Preparing Welsh Water for retail market competition with SAP S/4 HANA

Partnering with Capgemini, Welsh Water implements the SAP Market Opening 2 platform to transform its wholesale service centre and better support a rapidly growing number of contestable premises.

Changing regulations presents a challenge

Providing water and wastewater services to over 3,000,000 people is a complex and monumental undertaking, especially considering the potential impact it has on customers. Welsh Water, part of the Glas Cymru company, has built its identity based on a history overcoming logistical challenges and making sure its clients have reliable access to one of their most essential needs. Past success only goes so far and when changing regulatory requirements meant that the company would need to expand its number of supported contestable premises (customers) from 120 to 13,400, Welsh Water knew that it needed to innovate.

To accommodate the increase in support, the business needed to transform its wholesale service centre's (WSC) ways of working. Welsh Water decided to standardize and simplify its core systems. Taking into account all of its goals and the immensity of the expansion, the business decided that it needed a cloud-based platform in order to enable customer service representatives to respond more quickly to queries, gain better insight into its customer data, and have clear traceability of service level agreements (SLA). Of course, doing so meant Welsh Water needed substantial expertise. To meet this requirement, Welsh Water decided to partner with Capgemini in order to manage the project.

Overview

Client: Welsh Water

Region: UK

Sector: Energy and Utilities

Challenge: When changing regulations required that Welsh Water increase the number of contestable premises it supported from 120 to 13,400, the organisation needed to adapt its business model to ensure these wholesale services could be provided

Solution: With Capgemini as its partner, Welsh Water implemented the SAP Market Opening 2 solution to transform the wholesale service centre's ways of working

Benefits:

- Greater responsiveness to larger number of customers

- Simplification of customer insight generation

- Compliance with regulatory requirements

Delivering a cloud solution

Because the project delivery was required to be within Open Water's framework of rules and policies, Capgemini and Welsh Water agreed upon a waterfall method in order to execute the transformation while also ensuring compliance. To launch this process, Capgemini hosted a series of workshops with users and stakeholders to gather a full understanding of the projects' requirements and expectations. By doing so, the team entered the design phase with enough detail to develop multiple blueprints, which then formed the basis of the future build and deployment of the solution.

Together, Welsh Water and Capgemini identified the SAP Market Opening 2 service cloud platform as the solution that best met the project's requirements. As Capgemini began to develop the solution based on requirements decided in the workshops, they agreed to a series of show-and-tell sessions that ensured a constant knowledge transfer between Capgemini and Welsh Water. In addition to securing buy-in from a variety of stakeholders, this also accelerated the rate at which Welsh Water became comfortable with the new technology and prepared for different ways of working.

More effectively supporting customers

With the Market Opening 2 solution, Welsh Water rapidly evolved the way in which its WSC team approaches customer management. Whereas previously, the team had relied on multiple data sources to generate a single view of the customer with the new platform, they can now easily obtain a holistic view of each customer through intuitive screens. Automatic follow-on tasks and reminders of important timeframes help the team respond more quickly to the rising number of customer queries.

With this new solution, Welsh Water has risen to the challenge and empowered its customer management teams to prepare for a rapid increase in the number of contestable premises they must support. In doing so, the organisation has met the new regulatory requirements and set the stage for further innovation. Based on the substantial success of the Market Opening 2 implementation, Welsh Water and Capgemini plan to continue their relationship into the future. As part of the next step, the partners plan to expand the platform and integrate it into Welsh Water's core systems. Together, these organisations will ensure the continuing reliable water and wastewater services for thousands of customers within the UK.

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organisations to realise their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people.

It is a multicultural company of almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

Learn more about us at
www.capgemini.com

For more information on this project, please contact:

success.story.in@capgemini.com

People matter, results count.