



Key facts

Client

Thames Water Utilities Group Company

Industry

Engineering

Company size

550+

Business challenge

The client had migrated the majority of its business logic into its system, but required assistance in resolving some key problem areas during the enterprise resource planning (ERP) integration.

Solution

Using a mid-range ERP solution, MS Great Plains eEnterprise, the entire business operation would be migrated. To ensure that this process was successfully completed an HR and Payroll system were implemented.

Results

Premier's solution successfully ensured a full information integration across the clients entire business process spectrum.

Interest areas

- Business Process Realignment Consultancy
- Project Management
- Document Writing
- Change Management / User Adoption

'Premier deployed their own project management criteria and successfully deployed a migration plan and proved to be invaluable in addressing many new and multi departmental processes, which ultimately enabled a full and thorough audit trail of not only process, but data migration, thus enabling a consistent sign off process and an enriched knowledge base for further post project development.'

Alan Jefferies
Clients IT Director

Premier provides Business Process Realignment Consultancy and Project Management for major utilities company

Customer overview

This Thames Water Utilities Group Company is one of the UK's leading operations and maintenance service providers, supplying mechanical, electrical and control systems engineering services to the utility, industrial and construction sectors within the UK and Ireland. With a turnover in excess of £60m they employ over 550 staff across throughout Britain.

Business need

To enable the delivery of its business, our client employed a comprehensive suite of business processes, which are deployed and managed through its quality procedures and business systems.

Although the Thames Water Utilities Group had achieved a high level of quality accreditation and had migrated the majority of its complex business logic into its systems, there were some significant issues that required resolution to enable the continued strategic growth of its business. To resolve these issues and ensure appropriate business information integrity, they elected to implement a mid range enterprise resource planning (ERP) solution to ensure full information integration across its entire business process spectrum. The company selected its preferred option of a mid range ERP solution to deploy, MS Great Plains eEnterprise.

Solution

The Project was to implement the ERP solution and migrate the entire business operation and their processes through the deployment of the new system. The implementation project, required system specific and technical support to assist throughout the implementation program. This was provided directly from a MS Great Plains vendor, but primarily managed by Premier. To ensure that the complex business logic and process interactions could be migrated, considerable work remained in business process re-alignment, transition planning and business logic integration.

To ensure all business critical applications were integrated with the MS Great Plains ERP system, there was also a need to implement a HR and Payroll system, the products chosen were HR Empower and Earnie Payroll.

To this end, the Thames Water Utilities Group Company needed to recruit a professional Business Systems Team consisting of Migration Analysts, Document Writers and a Project Manager. Their role was to engage the customer and all relevant third parties through the development and implementation of the migration plan, and thus commission the system into the business. This engagement was required to function at a business, process and technical level.

Results

Premier's solution successfully ensured a full, trouble free, information integration across the clients entire business process whilst always maintaining appropriate business information integrity. The full process provided by Premier allowed for the requirements of the client to be met swiftly without any unnecessary downtime during the implementation.

Our established client relationship matured through the successful completion of this operation, leading to further work between ourselves and the Thames Water Utilities Group, including a second stage of this delivery.

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