



WATER SUPPLIER STREAMLINES 280 CORE PROCESSES USING ARIS

Challenge

Sofiyska Voda strives to assure the highest-quality water for Bulgaria's capital city. Keeping processes running at their best is also a top priority. That is why Sofiyska Voda turned to the proven ARIS Platform to analyze and optimize core processes as well as to define the requirements for a new integrated system for customer care and billing.

Solution

Using ARIS Business Architect and ARIS Business Designer, Sofiyska Voda analyzed and improved 280 processes in customer service, finance, procurement and warehouse management. Taking a systematic approach, the company then used models created in ARIS to produce functional requirements for the new system. In all, 800 pages of written requirements along with graphics of business processes were used to guide the selection of the right system vendor and to keep the system on target with business needs.

Benefits

- Total process steps cut nearly in half—reduced by 43 percent
- Steps using Microsoft Excel reduced from 21 percent to just two percent
- Reduced risk—new system based on precise and thorough functional requirements created using ARIS models
- Information flow improved greatly
- Costs and manual efforts reduced significantly

 Sofiyska Voda

Sofia residents drink one of the purest waters in Europe, thanks to Sofiyska Voda, which provides water to more than 1.5 million people in Bulgaria's capital city. The company's mission is to maintain, operate and develop the city's water and sewerage system using the best engineering practices. Sofiyska Voda employs 1,200 people. It was established in 2000 as a joint-stock company owned by the English company United Utilities, the European bank for reconstruction and development and Sofia Municipality.

Get There Faster.™

“The project allowed us to considerably **simplify and improve our business processes and **reduce the costs** related to them in a very systematic way. Now the vendors know exactly what we want.”**

Todor Dimov | Customer Service Director | Sofiyska Voda

Assuring success with a new system

About 70 percent of ERP system implementations are considered unsuccessful. So, in 2008, when Sofiyska Voda decided to take on this critical task, the management team knew it had a tremendous challenge ahead.

Sofiyska Voda decided to implement an integrated system for customer care and billing, including ERP and operation maintenance. The system would improve the flow and control of processes in customer service, finance, procurement and warehouse management. Thirteen legacy systems would be replaced, which had little or no integration between them. Integrating the fragmented data from these systems promised to save considerable manual effort and improve operational efficiency.

To increase its chances of success, Sofiyska Voda needed to make sure its new system would support real business needs, not simply best practices. This would mean a thorough analysis and optimization of the company's operations. The system's scope—in terms of supported functions and involved organizational units—would have to

be defined precisely. The entire implementation process would need to be controlled effectively.

Proven methodology and an experienced business partner were needed to keep the project on target, delivered on time and within budget. Given the company's size and process complexity, Sofiyska Voda also needed a process analysis tool.

ARIS makes the solution clear

Sofiyska Voda found the ARIS Platform products and methodology for Business Process Management (BPM) and enterprise architecture management to be a perfect match for the project. Bulgarian software and consulting company InterConsult Bulgaria (ICB) joined the team, adding experience in BPM and process optimization as well as knowledge of the local community and utility business.

The project started with defining objectives of the system implementation and setting Key Performance Indicators (KPIs) to measure achievement. The team identified the risks related to the implementation and defined the system's scope in terms of affected business processes, organizational units and information systems.

ARIS was used to model and analyze:

- 280 business processes in detail
- The existing IT landscape, including information systems, network components, data interfaces among the systems and lifecycle management
- The company's organizational structure
- Product/service structure
- Project risks and objectives

Using the information modeled in ARIS, ICB created a custom report of functional ERP system requirements, part of a complete and exhaustive set of tender documentation. The detailed process models will be re-used during system implementation to create functional acceptance tests.

Long-run benefits

Using ARIS, Sofiyska Voda saw how to significantly improve business processes—reducing total steps in a process by 43 percent. Process steps using Microsoft Excel were reduced from 21 to two percent. Analyses of business processes, organizational structure and IT architecture showed clearly how to make effective improvements while managing risks.

By using ARIS, Sofiyska Voda has more efficient and transparent internal business processes before it invests in the new customer care and billing system. Functional requirements for the system come from the optimized processes—assuring its implementation will support real business needs.

KEY COMPONENTS

ARIS Business Designer is a Web-based tool that allows even non-technical users to model and analyze business processes.

ARIS Business Architect is also Web-based, offering maximum flexibility for process modeling, analysis and optimization.

IMPLEMENTATION PARTNER



InterConsult Bulgaria (ICB) is a leading Bulgarian software and consulting company established in 1996. The company helps enterprises achieve business excellence through implementing process-based management and highly efficient information systems.

ICB is recognized by leading international rankings and included in Deloitte Technology Fast 500 for EMEA. ICB is also awarded with the prestigious IT Channel Company of the Year 2010 award at the European IT excellence ceremony.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

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