

Spanish Water Utility Consolidates for Effective Business Management

Aguas de Valencia Group collaborates with Capgemini to accelerate deployment of mySAP Business Suite on diverse business architecture to significantly improve productivity

The Situation

Aguas de Valencia Group specializes in management services and processes that integrate important components of the water cycle in Valencia, Spain. In recent years, the Group has witnessed rapid growth in, and diversification of, its business activities. Examples like complementary services for treated water supply to industries, wastewater treatment, desalination, irrigation and sewage management, maintaining the sewage network, urban waste collection, road cleaning and vehicle inspection have led to complexities that are difficult to manage and integrate into the Group's traditional framework. Challenges that demanded attention included:

- optimized management of all business activities of the Group
- standardized internal work processes

- optimal resource management
- integrated data from all subsidiaries that co-existed in the same IT infrastructure
- a single snapshot view of the entire business for effective MIS.

The Solution

After extensive evaluation, the Group realised that mySAP Business Suite offered a best of breed solution. Capgemini was entrusted to deploy this using its accelerated tools and methodologies. To strengthen the solution and help address specific challenges for complexity and diversity, Capgemini aggregated new analysis fields and added a greater degree of integration to the SAP applications. The solution now provides a single

“Our partnership with Capgemini has allowed us to optimize information management and improve overall productivity. Capgemini’s use of harmonious tools, accelerated deployment techniques based on industry best practices, and unique collaborative approach exceeded our expectations.”

Jaime José Castillo Soria,
Director de Sistemas de Gestión,
Aguas de Valencia Group



snapshot view of the entire business, covering areas like:

- General Accounting
- Management Control
- Materials Management
- Sale of Materials
- Purchases
- Cash and near-cash items
- Assets
- Accounts Payable.

The Result

Thanks to Capgemini's input, the Group is now successfully equipped with a new information and management system that allows it to optimize internal resources and deliver enhanced services to its clients. Key productivity improvements in operational areas have been realized through:

- automation of processes
- centralization of masters
- reporting autonomy
- integrity, transparency, auditing, traceability and a register of data ensured via Dynamic Data Management.

The solution has further helped the Group optimize its resource management processes, allowing it to perfect the individualized assignment of costs to disparate businesses that are part of the Group and the diverse services that they provide. Reduction of general costs has allowed the Group to reinvest the return on investment for the benefit of its clients.

How Aguas de Valencia Group and Capgemini Worked Together

After an extensive selection process, Aguas de Valencia selected Capgemini as its partner of choice, owing to an accelerated delivery model, collaborative approach and proven SAP credentials. An ambitious systems renovation plan was framed to design and implement an SAP solution that would cover the length and breadth of the Group's dynamically growing business.

A work plan was developed by over 40 employees from both companies, with initial estimates projected at about 50,000 hours of effort. Before embarking on implementation, the multi-disciplinary teams designed a new data model that was adapted to existing needs, in order to provide significant management solutions and ensure optimum results for different functions. Capgemini constructed a system based on this internal design framework to ensure that the final solution would be aligned to Group expectations.

In the first year of deploying SAP, the Group began to use the SAP Business Information Warehouse (SAP BW) to consolidate financial data processing such as debt analysis, analytical accounting, etc. A year later, the

technology platform was strengthened by an aggregation of new analysis fields, thanks to a greater degree of integration available with the SAP applications. Success in this initiative was due to the collaborative efforts of Capgemini consultants and Group employees.

With the successful deployment and strengthening of the SAP solution, the Group is now looking to Capgemini for conversion of SAP as the predominant source of information for the control panel available to management. This will be achieved through the inclusion of character information (beyond purely financial data) in SAP, and the future establishment of modules for industrial maintenance and management of projects and works.



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to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs over 92,000 people worldwide.

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In collaboration with



Aguas de Valencia Group, formed in 1890, is responsible for provision of safe drinking water and related infrastructure improvements in Valencia, Spain. Over the years, the Group has entered into a major

expansion by diversifying its business activities. It now delivers services for the analysis of water, land and sewer drainage; vehicle inspection; street cleaning and refuse collection; management of solid residues and other local administration activities for Valencia. For more information, visit www.aguasdevalencia.es