



Water Service
Belfast, Northern Ireland
www.waterni.gov.uk

Industry:

Utilities

Annual Revenue:

US\$643 million

Employees:

1,900

Oracle Products & Services:

Oracle Database
Oracle Financials
Oracle Cash Management
Oracle Advanced Procurement
Oracle Inventory Optimization
Oracle Financial and Sales Analyzer

Oracle Partner:

Fujitsu
www.uk.fujitsu.com

“Using Oracle we put in place a dynamic, proactive, compliant business model that will streamline our transition from a civil service agency to a self-funding entity.” – Alan Stewart, Finance System Manager, Water Service

Water Service Improves Agility by Aligning Technology Infrastructure with Long-Term Objectives

The Water Service provides water and sewerage services to 768,000 domestic and business customers in Northern Ireland. In 2007 the Water Service will become a self-funding government company. This requires it to deliver significant efficiency savings and staff reductions and increases its regulatory obligations.

Challenges

- Reduce annual operating costs by GBP45 million (US\$85 million) and reduce headcount by 17% by 2010
- Improve transparency, performance monitoring, and reporting
- Build an agile business model that can adapt to funding changes

Solution

- Reimplemented Oracle Database and applications used by eight Directorates based at 23 locations to consolidate on a single instance enterprisewide
- Enforced use of Oracle’s standard applications to gain efficiency benefits of consistent, best-practice processes
- Restructured chart of accounts on Oracle Financials to reflect the new organizational hierarchy and gain consolidated performance figures for decision making and reporting
- Used Oracle Cash Management to automate reconciliation, optimize cash flow, and gain timely insight into anomalies
- Automated purchasing using Oracle Advanced Procurement, cutting process steps and reducing administration overhead
- Reduced capital tied up in stock and improved customer service by using Oracle Inventory Optimization to synchronize replenishment of pipes, valves, and fittings with demand
- Using Oracle Financial and Sales Analyzer to carry out real-time revisions of forecasts and budgets
- On track to deliver savings required by the government by 2010
- Benefited from skills of Oracle Certified Advantage Partner Fujitsu to ensure rapid, low-risk implementation, integrate third-party applications, and provide cost-effective system management