

Critical Business Systems

November 6th, 2014

Agenda

- History of SAP
- Current and proposed systems
- Timeline and Budget
- Next steps
- Recommendations

SAP History

- 2005 – 2007

Customer Care System implemented on SAP version R/3. This system is commonly referred to as the CCS system.

- 2008 – 2009

Financial Systems implemented on SAP version ECC 6. This system is commonly referred to as the FMIS System.

SAP

Billing and Customer Service
(CCS)



Financials (FMIS)



SAP

Billing and Customer Service (CCS)

Financials (FMIS)



BI
Reporting

XI
Interface
Connections

MI
Field
Services

CRM
Screens for
customer
reps

CCS
Main

FMIS
Main



SAP

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Production Level



QA/Staging Level



Test Level

SAP

Billing and Customer Service (CCS)

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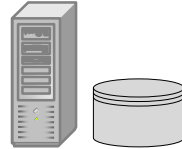
CRM
Screens for
customer
reps

CCS
Main

FMIS
Main



Production
Level



QA/Staging
Level



Test Level

Critical Business Systems

- SAP Customer Billing System or Customer Care System (CCS)
 - Customer Data
 - Meter Data
 - Service Data
 - Address Data
 - Usage History
 - Billing Data

Critical Business Systems

- SAP Financial Management Information System (FMIS)
 - General Ledger
 - Accounting
 - Purchasing
 - Capital Asset Accounting
 - Travel
 - Inventory
 - Corporate Reporting

Business Needs

Current

- CCS System version R3 no upgrades applied since 2007
- FMIS system ECC6 no service packs applied since 2009
- Monthly reconciliation between systems manually intensive and prone to error
- Highly customized inefficient processes and interfaces difficult to modify

Proposed

- Both systems brought to current version on one platform
- Real time automatic reconciliation
- More use of Industry standard processes and less customization

Business Needs

Current

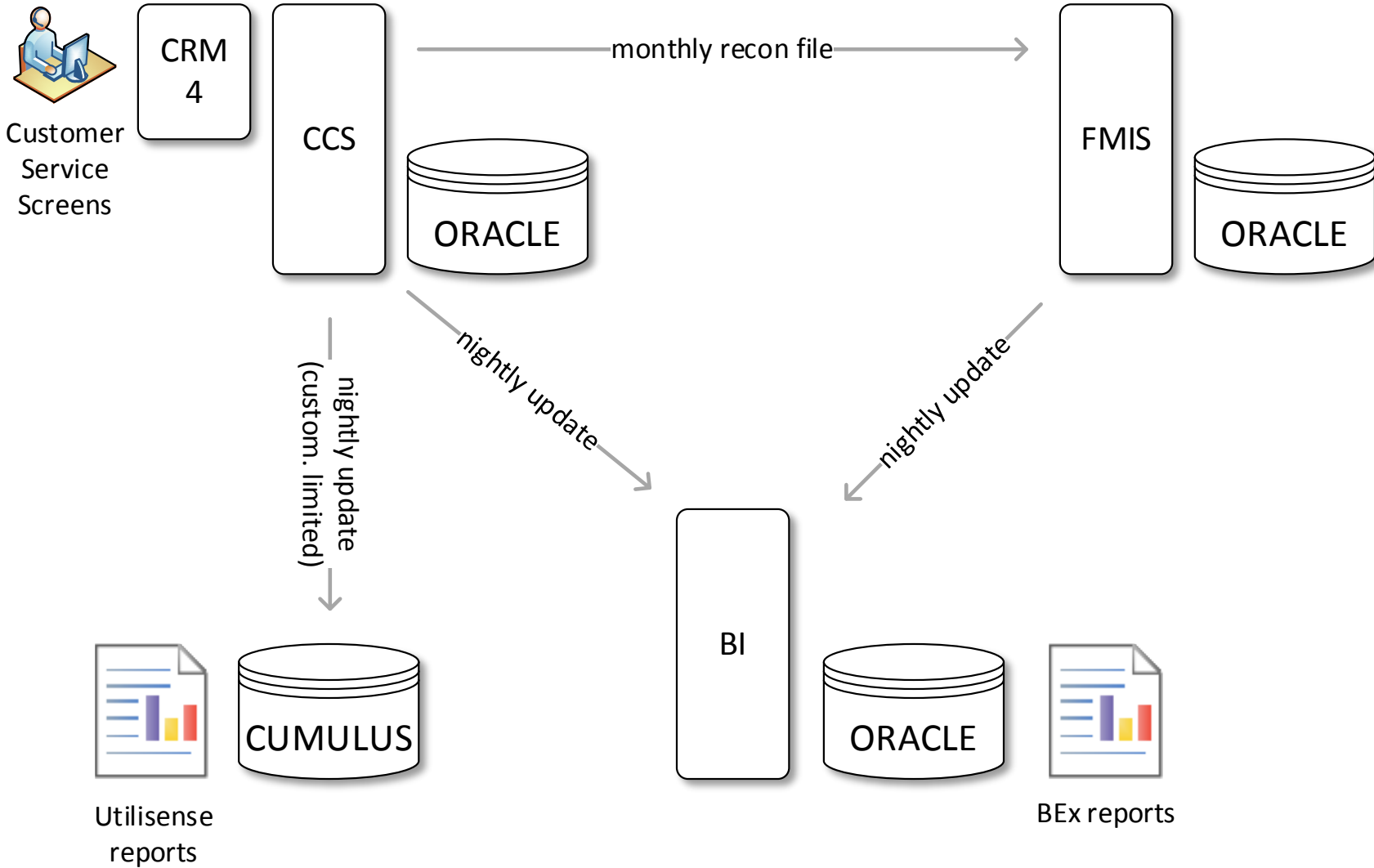
- CCS and FMIS are separate and run on a very expensive Oracle database
- CCS on Windows Server 2003 out of support in 1 year
- Existing Mobil Asset Management (MAU) system is outdated and inefficient
- Getting financial data together is a manually intensive inefficient process

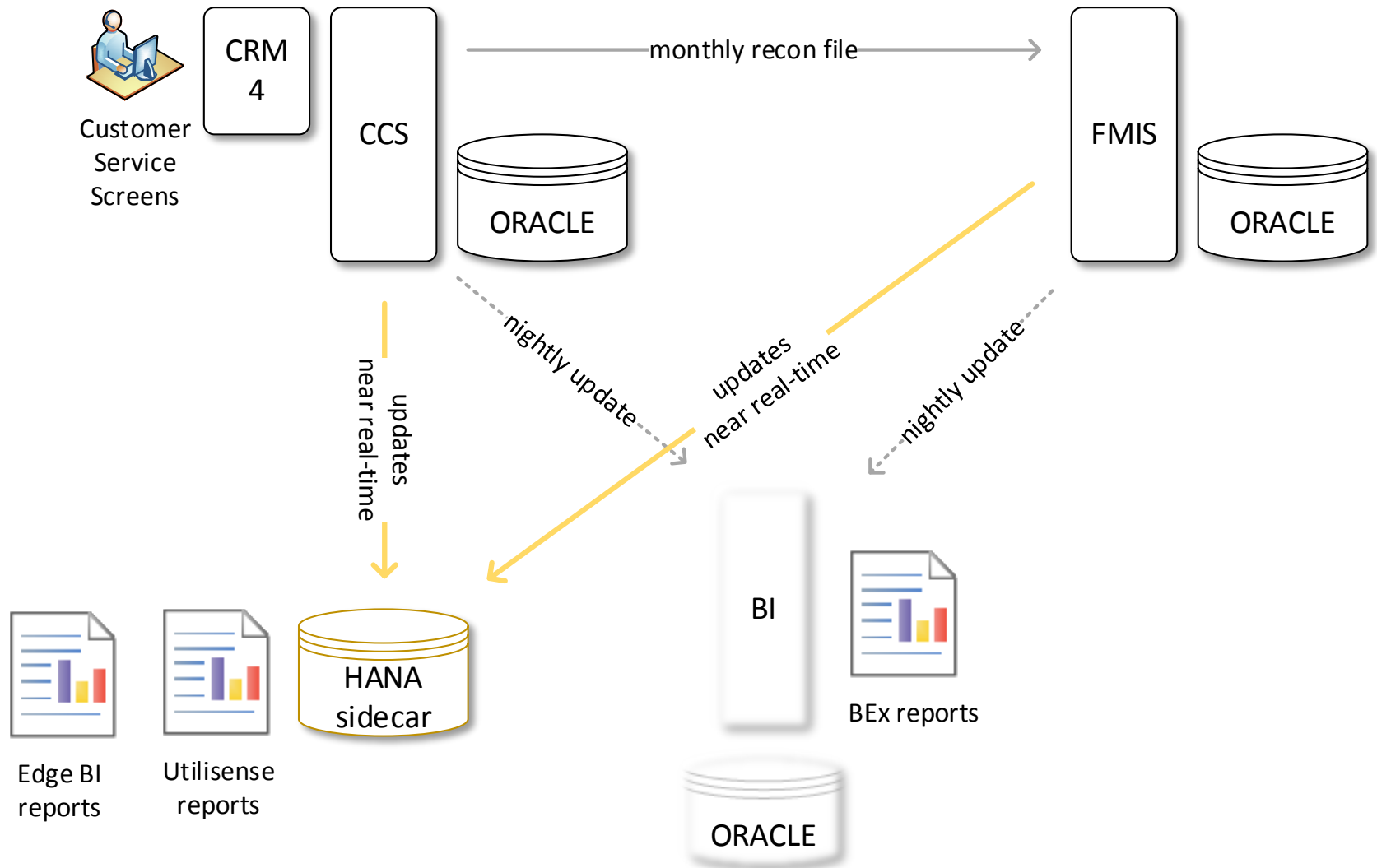
Proposed

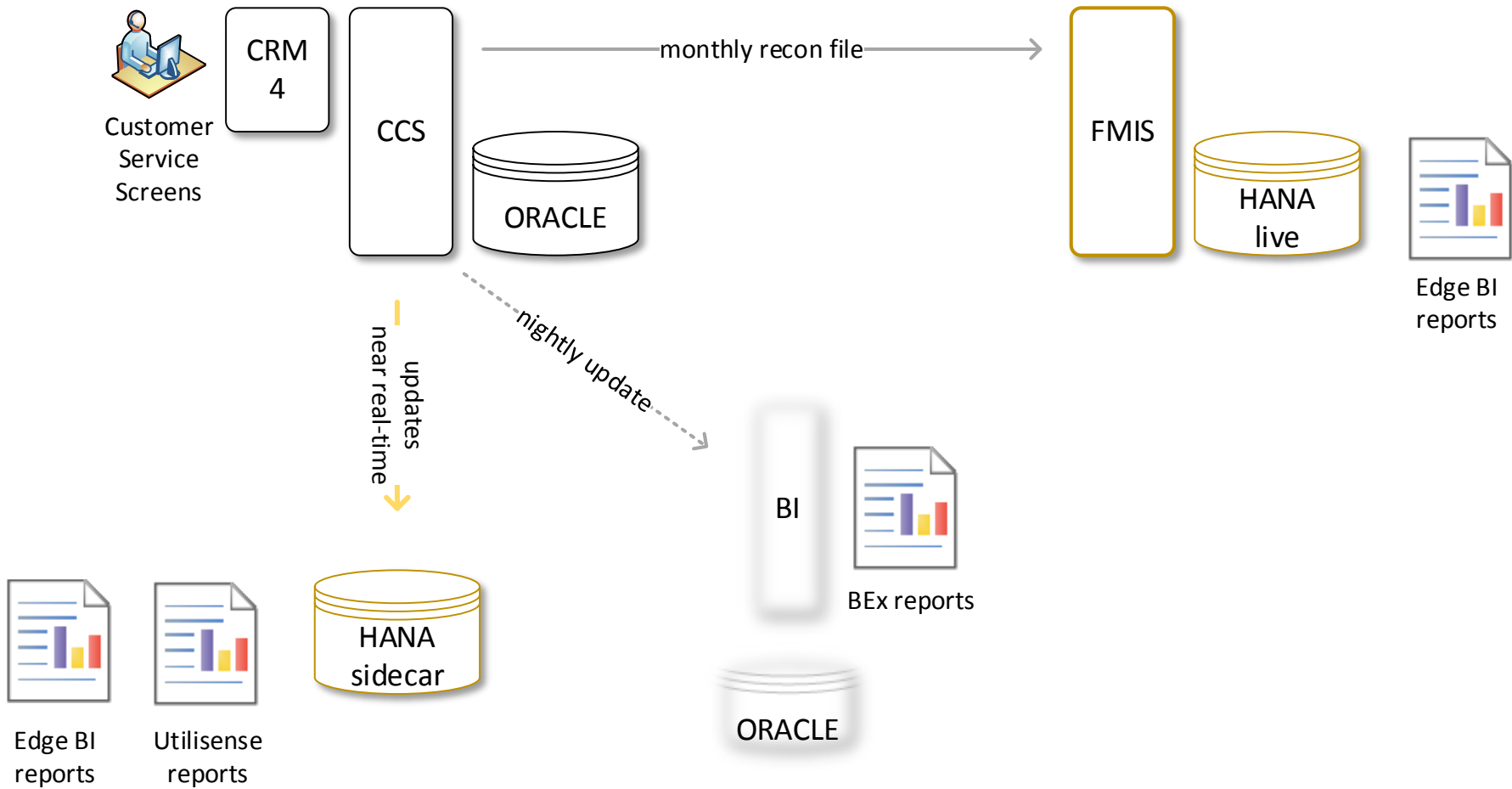
- Both systems integrated and run on HANA database
- Windows server 2012
- Other systems able to easily integrate with CCS
- Allows more options to integrate tools such as MAU
- Fully integrated systems that offer real time financial reporting by the business group

Risks of Inaction

- Continue to move further out of support
- Fixes and modification will become increasingly difficult or impossible
- Continue to translate and interpret between both systems
- Manual data gathering and manipulation is error prone and can lead to bad decisions
- Will make further customer service enhancements difficult or impossible









New
Customer
Service
Screens

CRM
-7-

CCS
&
FMIS

HANA
live

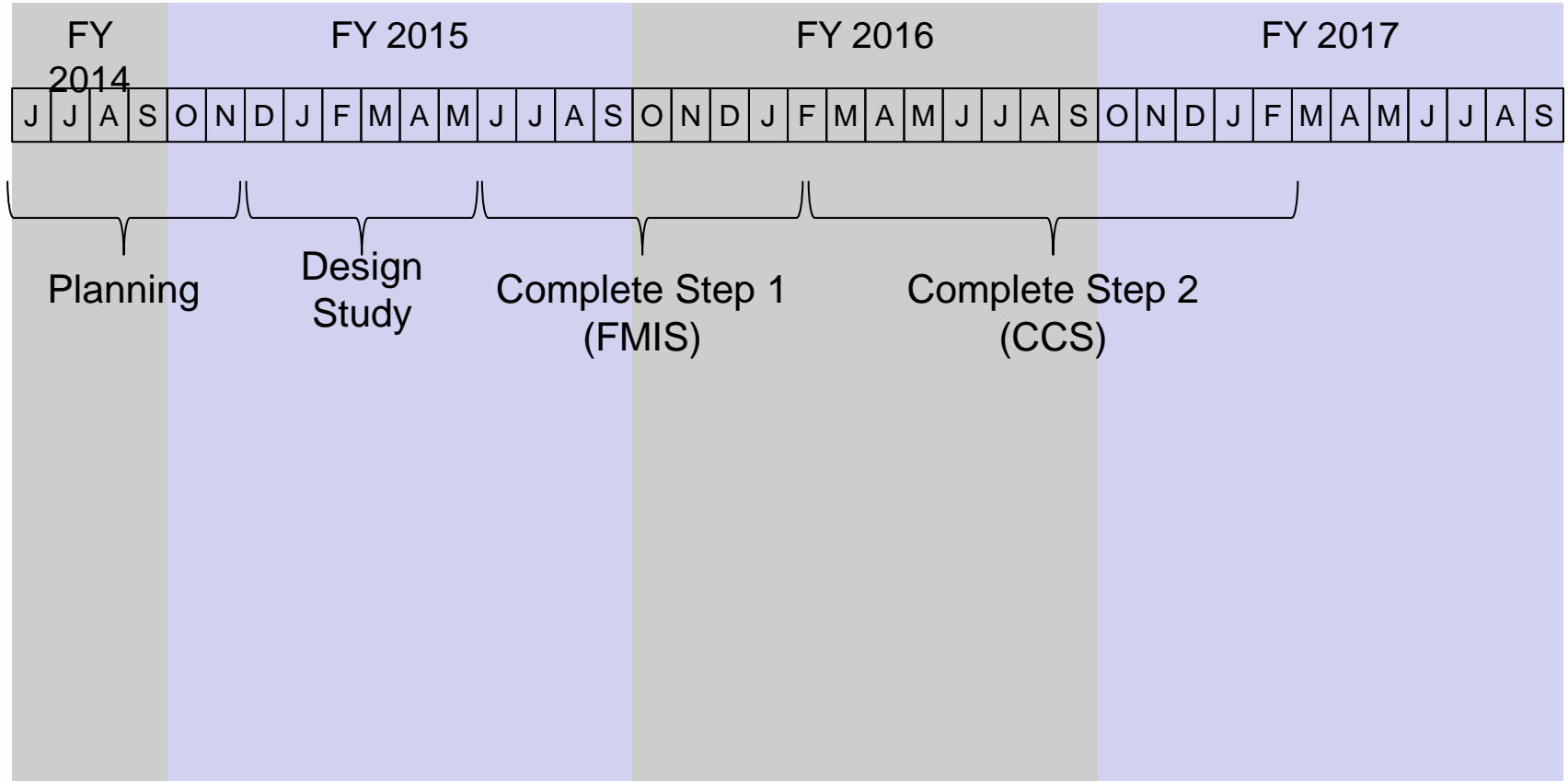


Edge BI
reports



Utilisense
reports

Estimated Timeline



Budget

- FY15 \$6 million
 - Study Phase
 - FMIS Upgrade
 - Outsourced technical and business support
- Capital Fund Projections for Future Budget Years
 - \$4 million for FY16
 - \$4 million for FY17

Next Steps

- Assign / Hire a Project Manager
- Begin Study phase
 - Gap Fit Analysis CCS
 - Final Design for FMIS
 - Technical Design session
- Begin Upgrade of FMIS

Recommendations

1. hear a presentation from staff on the critical business nature of the SAP Enterprise Management System and the 2-3 year implementation plan to upgrade the system;
2. review the SAP master services software license agreement and proposed scope terms for the CCS assessment and planning project, the FMIS detailed design project and the strategy and technical design for the SAP hardware;
3. authorize the Interim General Manager, or her designee, to execute and deliver such necessary contract amendments to the master services software license agreement with SAP, subject to the approval of the City Attorney as to form and legality;

Recommendations Cont'd

4. authorize the Interim General Manager, or her designee, to negotiate a contract amendment to the master services software license agreement with SAP as a specified source for FMIS implementation services; and
5. authorize the Interim General Manager, or her designee, to execute such other contracts and/or documents as may be necessary or desirable to proceed with the transaction authorized above, subject to the approval of the City Attorney as to form and legality, and to take such other actions as may be necessary or advisable to proceed with such transaction in accordance with this City Commission authorization not to exceed the authorized \$6 million budget.