

South East Water chooses integrated Microsoft Dynamics solution over rival systems from SAP and Oracle



Client overview

South East Water supplies 565 million liters of drinking water to 2.2 million consumers across Kent, Sussex, Surrey, Hampshire, and Berkshire.



Solution

sa.global worked with South East Water to implement the integration of an eProcurement and document scanning and management solution with Microsoft Dynamics GP.



Results

By investing in the Microsoft Dynamics solution and its integrated components, South East Water could:

- Automate purchasing and employee expense cycles
- Improve efficiency and accuracy of transactions
- Reduce costs and manual processes

“ This is just phase one of our projects. We have taken the opportunity to review all business processes with the aim of streamlining the way we handle our information. By switching to Microsoft Dynamics GP and with the additional functionality supported by sa.global, we anticipate many improvements in our finance function by shortening the process cycles and by automating transactions.

- Joe Hurley, IT Project Manager, South East Water

Company overview

South East Water supplies 565 million liters of drinking water to 2.1 million customers across Kent, Sussex, Surrey, Hampshire, and Berkshire. The company employs 400 people and generates an annual turnover in excess of £169 million.

Replace the old solution with an updated platform

In 2003, prior to its merger with Mid Kent Water in December 2007, South East Water embarked on a project to select a new software solution and replace its JD Edwards back office system. Following a long and rigorous selection process, sa.global, a Microsoft Business Solutions Partner, was awarded the contract beating off larger rivals including Oracle and SAP.

sa.global, a strategic EASY SOFTWARE and ReQlogic partner, had based its bid around the Microsoft Dynamics GP ERP solution, integrated with document scanning, workflow, and archive from EASY SOFTWARE and ReQlogic eProcurement from Tectura Channel Products.

The project was subject to a very tight deadline due to a planned implementation of a new customer billing system at the end of that year. As a result, the Microsoft Dynamics GP solution needed to be implemented and had to go live by September.



Reliance on manual processes and document filing

sa.global implemented the new Microsoft Dynamics GP system by October 1 and successfully followed it by the integration of an eProcurement and document scanning and management solution. Microsoft Dynamics GP offers equivalent functionality and provides a system which is far more user-friendly, considerably more flexible, significantly cheaper to purchase, much quicker to implement, and has a dramatically lower total cost of ownership.

Invoice scanning, storage, and management are some of the most widespread applications of document management worldwide. As EASY ENTERPRISE™ integrated easily with Microsoft Dynamics GP, the organization could benefit from improved efficiency and productivity, while reducing its reliance on paper that this process automation delivers. Invoices were scanned and stored electronically and automated through their approval process by the EASY Workflow system. Without leaving their desk, administration and accounts personnel could process, track, and locate invoices in seconds, thus avoiding the risk of paper loss or misfiling



Automated processes reduce time and cost

Many benefits such as greatly improved efficiency and reporting were quickly realized. With the combination of ReQlogic, EASY ENTERPRISE™, and sa.global, South East Water achieved a robust requisitioning and expense processing capability including multi-tier approvals workflow. The solution automated the purchasing and employee expense cycles. With this, the company was able to improve the efficiency and accuracy of transactions while driving down the costs.

Following the amalgamation of Mid Kent Water, South East Water continued to invest in the Microsoft Dynamics solution and its integrated components, including EASY ENTERPRISE™ and ReQlogic.

The sa.global consultancy team worked in partnership with some of the key South East Water employees, notably Joe Hurley and Deirdre Howes, to achieve this implementation. sa.global has been successful in winning deals against 'upper market' competitors such as Oracle and SAP, with Microsoft Dynamics. The critical factor in this success has been the inclusion of powerful, easy-to-configure, add-on products such as the ReQlogic product suite and EASY ENTERPRISE™ document scanning and management software, within the overall solution.

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