



Utilities



Customers are expecting higher levels of service, OpEx and CapEx demands are rising, the compliance burden is getting heavier and both regulators and shareholders expect delivery costs to fall. It's the Utilities Industry...and it's challenging. **Whether it's competing for customers, capital or a better deal from regulators, maintaining and improving operational performance is a critical success factor.**

About ABeam Consulting

ABeam Consulting provides business transformation services that create strategic advantage, improve business processes, leverage technology innovation, and enhance organizational performance for leading multinational and domestic companies world-wide. We serve as a real partner to our clients, building enduring relationships by delivering real solutions that create real value.

www.ABeam.com

THE UTILITIES BUSINESS MODEL

For utilities it's a matter of trade-offs—between Asset and Network Management, Service Delivery and Customer Service—supported by end-to-end capabilities in Supply Chain, Resource Management and information-driven planning and control. How big these trade-offs have to be determines your level of business performance and affects external perceptions. (See Figure 1)

Asset Management: Managing the balance between preventative and reactive maintenance of the asset base is a considerable challenge – what is the right mix? How much can and should be planned? How much of the maintenance process can be automated? How agile should the organization be to adapt to unplanned events? ABeam recognizes these challenges and has worked with numerous organizations to understand the most appropriate maintenance practices, the processes and technology changes required to enable them, and the appropriate organization design changes to support them.

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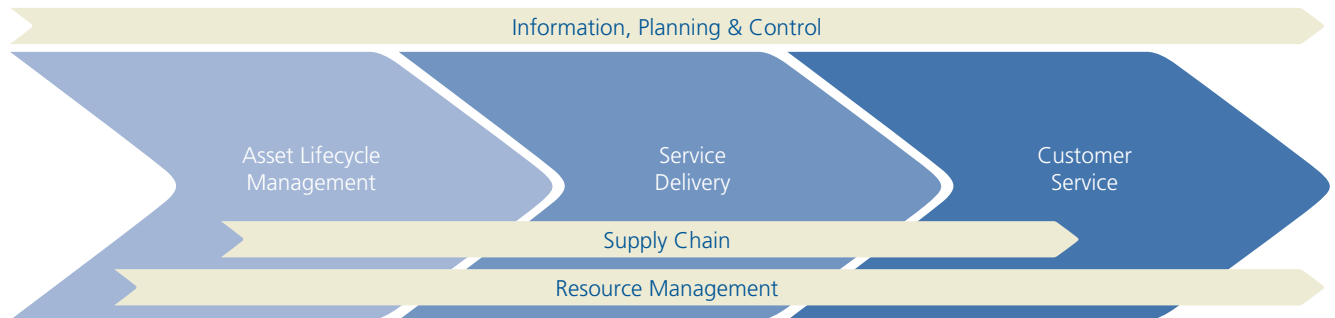


Figure 1: Business Model

Field Force Optimization: Utilities have invested heavily in ERP and CRM solutions, consolidating back-office processes and using increasingly integrated information to manage the business. But what of the field? Is a lack of information hampering your field staff's efficiency? Are your resources' workloads and schedules optimized? Are you capturing up-to-date asset condition data and putting this information to work? Or are you one of the utilities that is missing out on 20-30% productivity gains in the field? Our approach to field force transformation and mobile enablement can help you realize these gains and, in the process, improve the quality of your asset data and responsiveness to the customer.

Customer Service: Even with the constraints of a regulated world, the pressure to improve collections performance and automate routine contacts is ever relentless. Do you improve this yourself, outsource or even off-shore? ABeam can help you redesign processes, select and manage the appropriate outsourcing strategies and provide innovative solutions to customer self-service and proactive communications that will reduce costs and actually make your customers love you.

Supply Chain: Supply chain is an integral part of overall Service Delivery, and an ever-increasing component of your cost structure. Are your materials managed in the optimum way and are they available precisely where and when they are needed? Are you using the right suppliers?

Are your procurement processes both internally and externally aligned to support operational performance? ABeam's significant experience in materials management, commodity analysis, supplier rationalization and streamlined procure-to-pay processes has provided many organizations with a supply chain competitive edge.

Outsourcing: And what of outsourcing? In the trade-off to down-size resources or meet skills gaps, outsourcing, not only of support functions, but of core operations, continues rapidly. But how are these performing? Do they still represent value-for-money? Do their service goals match those you need for your current challenges? Proudly independent, ABeam is uniquely placed to assess your options.

Resource Management: Ultimately, it's all about your people. Are they skilled? Are they motivated? Are they aligned to the realities of delivering improved service with lower costs and smarter technologies? Are they organized for success? If you're looking to optimize organization structures through centralization, shared services or seeking to create a new culture or mindset to support your new goals, ABeam's tools and approach to organization design and change management can undoubtedly help.

Compliance: Burden or opportunity? Whether it's international or domestic, compliance initiatives show no sign of stopping. They all have an impact on your business – your processes, your technology, your costs. ABeam can help

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turn these burdens into opportunities for improvement – and stay one step ahead.

Enterprise Solutions: Whether it's managing the implementation of business-wide integrated technology, or creating new service processes and operating models, ABeam has been there, in your industry. We can help you meet these challenges.

ABOUT ABEAM'S UTILITIES PRACTICE

ABeam is at the forefront of the consulting revolution and has pioneered the concept of "client-side" consulting. You set the strategy and the goals – our role is to help you architect its realization and support you in its implementation. We bring practical, implementable solutions to the challenges faced by the Utilities industries. Our Utilities Practice offers a unique blend of consulting and industry experience that has earned the respect of clients for its pragmatic, results-oriented approach to realizing the potential of their initiatives. A track record of which we are fiercely proud.

OUR APPROACH

ABeam's proprietary Transformation Approach provides the overarching framework for all our solutions. Comprehensive

in nature, and developed from the experience of hundreds of engagements, it addresses the key factors that influence the success of any program, supported by tools and techniques to aid rapid delivery. Shared with you and adapted to your unique circumstances, the Transformation Approach helps you create the blueprint for your particular change initiative. Used by our joint project team, it provides a proven, tested roadmap for creating success.

OUR PEOPLE

Our consultants have many years' experience in the Utilities industries and have completed hundreds of engagements across the Utilities value chain. Whether it's introducing new ways of working or new technologies, delivering compliance, asset efficiencies or competitive advantage – our consultants have been there and they understand the challenges of achieving successful change within the industry.

Allied to our deep skills and expertise in your industry, is our unique style of working – our people work with yours, we understand their history and how best to effect progress. Shaping your future is a joint effort. We share in that effort and in its success.

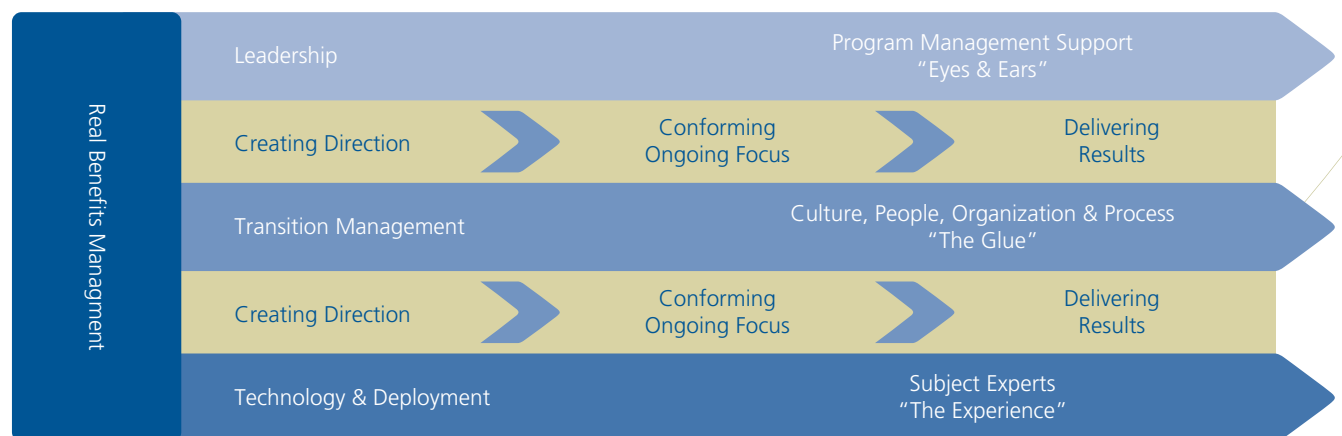


Figure 2: ABeam Transformation Approach

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ABEAM CUSTOMER SUCCESS SNAPSHOT

anglianwater

Company

Anglian Water is geographically the largest water company within England and Wales, encompassing a region of some 27,500 square kilometers and serving 2.6 million properties across East Anglia and the East Midlands regions of the United Kingdom.

Challenge

A business transformation program to combine all scheduling functions of historically discrete water and wastewater operations groups.

Why ABeam?

Recognized thought leadership in areas of strategic planning, program management and change management.

Solution

The creation of a shared-services Operations Management Center (OMC), supported by integrated ERP, mobile and scheduling technologies. ABeam designed the correspon-

ding required organizational and process changes to establish the OMC, as well as managed the oversight of all solutions delivery partners, such as CSC. The program included:

- Implementation of SAP
- Implementation of ClickSoftware for Water Utilities (scheduling optimization application)
- Integration of the ClickSoftware with SAP
- Development of a mobile application for remote field access to the OMC using handheld devices
- End-user training on the ClickSoftware and mobile applications

Real Benefits

Successful rollout of shared-services OMC with mobile field services, enabling:

- A single, integrated scheduling function available anywhere, anytime
- New, dynamic scheduling capabilities
- Improved resource utilization
- Electronic work orders
- Automated timesheets
- 24/7 operations management

"It's hard to imagine how we would have structured this program had it not been for ABeam's experience. It was very complicated; we were not only delivering new technology, but also a new culture and ways of working, in aggressive timescales. ABeam understood our business and operational requirements. With their knowledge in how to manage all of these components, I felt confident we were in safe hands."

Paul Valleley, Program Manager, Anglian Water Services