



WATER MANAGEMENT TECHNOLOGY



The public company Aguas de Huelva has undergone a complete renewal of its information systems. By setting up a solution based on SAP's preconfigured Water Pack, it has taken up position at the cutting edge of process management in the water sector.

The Empresa Municipal Aguas de Huelva, a municipally-owned limited company, manages the entire water cycle for the town of Huelva. Its field of operations includes the catchment, treatment, distribution, provision and purification of drinking water, as well as maintaining the networks, plants and entire infrastructure involved in offering these services.



BUSINESS CHALLENGES

Aguas de Huelva deals with around 45,000 customer contracts for users from Huelva and Aljaraque. It also has a drinking water treatment plant, as well as a residual water purification station.

Aguas de Huelva has always been at the cutting edge technologically, both in terms of production and operations, and its internal information systems. In the words of operations manager José Luis Contioso, “As a public company, we have always strived to remain self-sufficient, which is why we have a large IT department with a full complement of staff and resources. But things move fast in the business world of today, and occasionally we need to outsource.”

The uniqueness of Aguas de Huelva required the implementation of a very special management tool. “No other type of company maintains such expanded relations over time with their users,” Contioso suggests. “With us it’s not a question of establishing short-term contracts, but life-long relations.

We need to control invoicing, distribution, purification and waste, and all of this requires integrated internal management, as well as customer and supplier relations.”

SOLUTIONS

“When we looked into the new solutions implemented in other Spanish firms,” says Manuel López, Administrative VP at Aguas de Huelva and customer project manager, “we saw that they were deficient in one form or another. We wanted a system that wouldn’t become obsolete as soon as it was deployed, that was quick to install and would be compatible with subsequent upgrades.”

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To solve its very specific problem, Aguas de Huelva opted for an SAP product: the pre-configured Water Pack solution from Atos Origin. In the company's opinion, this was the only product on the market that offered a single solution for integrated management at a competitive price.

The first phase of the project involved establishing the company's needs, in order to later integrate the supplier and customer work teams. Manuel López sums up the experience: "The switch from one system to another went smoothly and there were no problems in the data migration process, despite the complexity of this task. The process also gave us the chance to clean up this data and correct any gaps."

In order to guarantee full functionality of the final system, Aguas de Huelva hired SAP to audit the work carried out, which confirmed the quality of Atos Origin's installation.

BENEFITS

By managing a large percentage of its business processes from a single platform, Aguas de Huelva made a major qualitative leap forward. The new solution gives them a horizontal view over their business processes, and is set to enjoy all the future benefits that a system of this type offers:

> Integrated business management (back office and front office)

> Adaptation and continuous improvement of the management system to match their needs and the requirements of the sector

> "Best of Breed": use of a management system providing the ongoing and visible installation of new technologies and functionalities in each product version, to ensure coverage and improve the sector-specific management processes—a result of the partnerships with companies that have already installed the solution.

For Atos Origin, working with Aguas de Huelva on the installation of their Water Pack solution was an opportunity to move into the Andalusian water market, in partnership with a reputed and prestigious firm. This also enabled them to enhance the Water Pack model for new business processes.



About Atos Origin

Atos Origin is an international information technology (IT) services company. Its business is turning client vision into results through the application of consulting, systems integration and managed operations. The company's annual revenues are more than EUR 5 billion and it employs 47,000 people in 50 countries. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games and its clients include ABN AMRO, Akzo Nobel, Alstom, BNP Paribas, BP, Ericsson, EDF, Euronext, Fiat, France Telecom, ICI, ING, KPN, Lucent, Philips, Renault, Royal Bank of Scotland, Saudi Aramco, Schlumberger, Shell, Telecom Italia, UBS, UK Department for Work and Pensions, Unilever, Vivendi Universal and Vodafone. For more information, please visit the company's web site at www.atosorigin.com Atos Origin is quoted on the Paris Euronext Premier Marché and trades as Atos Origin, AtosEuronext, Atos Worldline, Atos KPMG Consulting and Atos Odyssee.