



South East Water's migration to SAP BusinessObjects XI 3.1, which was managed by Blueprint, has created significant value for the business by moving to a single, stable business intelligence system. Now, the company can provide the data required by its regulators, including Ofwat and the Environment Agency, quickly and easily from one source. And South East Water's leadership team has faster access to enhanced operational monitoring and performance data,

Business Case

South East Water and Mid Kent Water merged in 2007, bringing together two organisations that used different versions of the same BI system. Mid Kent Water used SAP BusinessObjects 6.5; documents were stored in its network file system or locally, and users produced their own reports. South East Water used XI R2; all documents were accessed via Infoview, and most reports were produced centrally.

For Andy James, BI Analyst at South East Water, the priority was to standardise on one version, based on the most recent, stable software: "The main driver was the efficiency gain of having the merged business on a single platform," he said. When the decision was made to migrate to XI 3.1, South East Water's IT team initially used alternative, external assistance to complement its own SAP BusinessObjects experience. However, the migration at that stage was not successful, forcing the business to revert to its legacy systems. Andy James had worked with Blueprint before and knew of our reputation for managing migrations. Recognising that an additional level of expertise was required for this specialised task, he asked Blueprint to propose solutions. We examined a number of options and recommended a methodology that could be used to implement a consolidated system.

The project

Using a robust and proven migration methodology, Blueprint managed every aspect of the migration process – scoping, implementation, knowledge-transfer and go-live. This included:

- gathering details of the existing system, including users, reports, and universes;
- determining the extent of the migration and what could be discarded;
- building new environments (a two-server cluster plus one test server);
- merging universes from previous XI R3, XI R2 and 6.5 environments;



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Andy James
Business Analyst
South East Water

Migration to SAP BusinessObjects XI 3.1

The main challenge facing the project team was the relative complexity of the migration within a tight time-frame, which was dictated by the expiration date of the previous licensing agreements. Scoping took place in June 2010 and the system went live in August; and within this timetable, the team had only two weeks to build, configure and migrate the system.

Other challenges included the move from server-based to named user licensing, and a new security model based on group access rights. Merging reports stored locally on PCs with those stored on the Infoview server also added another element of complexity.

Benefits

The migration has created value for South East Water on the operational side of its business, as well as within its IT function. The benefits include:

- one single stable system throughout South East Water, eliminating the need for manual intervention to compile reports;
- reduced overall cost of ownership of the BI system;
- additional functionality:
 - scheduling of reports that can now be delivered to the user's inbox without requiring them to log on to the system,
 - Life Cycle Manager application within XI 3.1, which allows versions of reports to be tracked;
- simplification of the regulatory reporting process;
- easier, deeper and wider access to critical operational data.

“Blueprint brought their detailed product knowledge to the project, so that we were able to implement within a very tight time-scale,” said Andy James. “Without that knowledge there was no way we could have completed the project in the time that we did. Through knowledge transfer they were able to get us up and running with the new software as soon as it was implemented, and to carry on managing it ourselves. Throughout the project, we could see how the system was being configured and exactly how things were being set up,” said Andy James. “With Blueprint’s help, we are now looking at enhancements and have engaged them to provide continuing support, because they know the system so well”.

Migration Methodology

- Migration assessment and project acceptance
- IT team training and mentoring
- Environment design and build
- Migration
- Testing and acceptance
- End-user training
- Promotion to production
- Project hand-over
- On-going system support

