



# Better, Faster, Cheaper

Changing The Way CIS Implementations Are Executed



SECOND ANNUAL  
**CLOUD FOR UTILITIES  
SUMMIT**

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## Presenters

Tom Kuczynski,  
Chief Information Officer, DC Water



Andre Van Honschooten  
Vice President Systems Integration, Vertex



# Presenters



**Thomas Kuczynski**  
Chief Information Officer



**Andre Van Honschooten**  
VP Systems Integration, Vertex



The District of Columbia Water and Sewer Authority (DCWASA) was created by District law in 1996, with the approval of the United States Congress, as an independent authority of the District Government with a separate legal existence. In 2010 the Authority rebranded and became DC Water. DC Water provides more than 700,000 residents and 21.3 million annual visitors in the District of Columbia

with retail water and wastewater (sewer) service. With a total service area of approximately 725 square miles, DC Water also treats wastewater for approximately 1.6 million people in neighboring jurisdictions, including Montgomery and Prince George's counties in Maryland and Fairfax and Loudoun counties in Virginia.

To distribute drinking water, DC Water operates more than 1,300 miles of pipes, four pumping stations, five reservoirs, four elevated water storage tanks, 43,860 valves and 9,500 public hydrants.

To collect wastewater, DC Water operates 1,900 miles of sanitary and combined sewers, 22 flow-metering stations, and nine off-site wastewater pumping stations.

To treat wastewater, DC Water operates the Blue Plains Advanced Wastewater Treatment Plant, the largest advanced wastewater treatment facility in the world.



Vertex is dedicated solely to the utility industry, and a recognized leader in customer experience solutions for the past 20 years. Vertex serves nearly 10 million end customers for more than 30 electric, gas and water clients across North America. Through a wide range of innovative services and solutions – including the VertexOne cloud platform inclusive of CIS, ERP, EAM, MWM, MDM, and Customer Self Service.

Vertex helps utilities more efficiently deliver a compelling customer experience while also driving utility operations forward. Vertex takes on the heavy lifting of keeping current with the rapid pace of technology changes, so utility customers have more time to focus on the core utility business. In just the last three years, more than 17 customers, serving more than 8 million North American customers, have adopted VertexOne to replace or augment their existing systems.



# Agenda

- What was implemented?
- Methodology & Approach
- Setting new industry benchmarks
- Q&A

# Why Customer Service is important

## Constantly Evolving Expectations:

- Safe and reliable service at a reasonable price
- More transparency about projects and cost
- Better and more timely communications about service issues
- More community engagement
- Provide more information evolving water issues both locally and nationally
- Alternative channels for services: call center, web, smart phone
- Consistency across service channels
- Greater flexibility in payment options and methods
- More access to operational data
- Flexibility in service delivery – service appointments



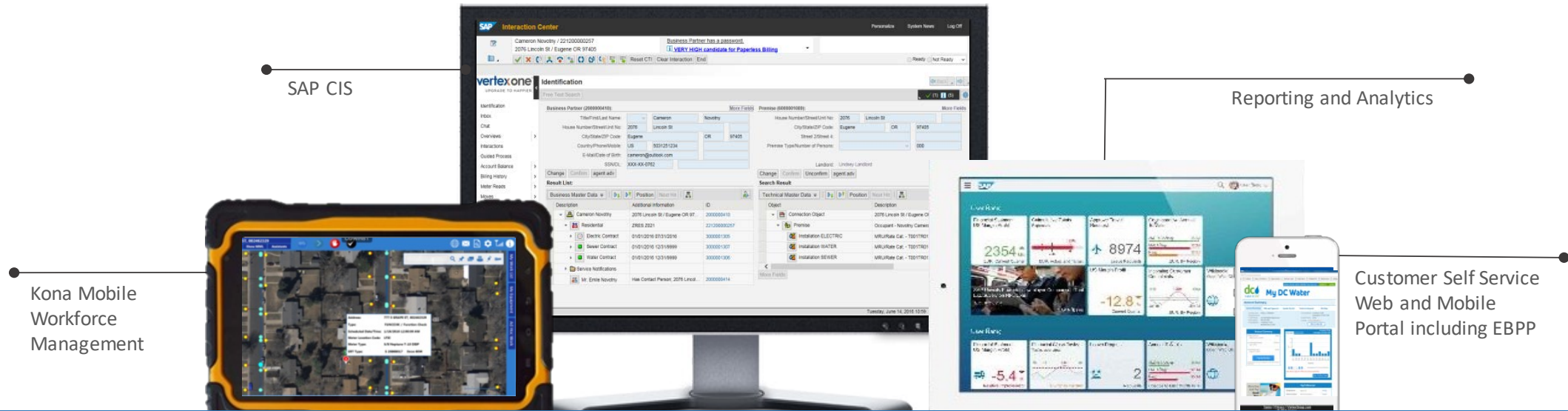
What was Implemented?

















# The VertexOne Solution for DC Water

A Comprehensive, Flexible And Future-proof Customer Experience Platform in a Managed Enterprise SaaS



Icons made by Freepik

DC WATER  
VERTEX

 <b>License Re-sell and Management</b>	 <b>Security and Compliance</b>	 <b>Batch Management and Monitoring</b>
 <b>Fast Start Implementation</b>	 <b>Upgrade Management</b>	 <b>Vendor Management</b>
 <b>Tier 3 Data Center for Infrastructure</b>	 <b>Application Support, Maintenance and Development</b>	 <b>Commercial and Contract Management</b>
 <b>High Availability and Disaster Recovery</b>	 <b>Platform Integration Management</b>	 <b>Service Level Agreement and Management</b>
<span style="background-color: #808080; color: white; padding: 5px 20px; display: inline-block;">Solution Ownership</span>		

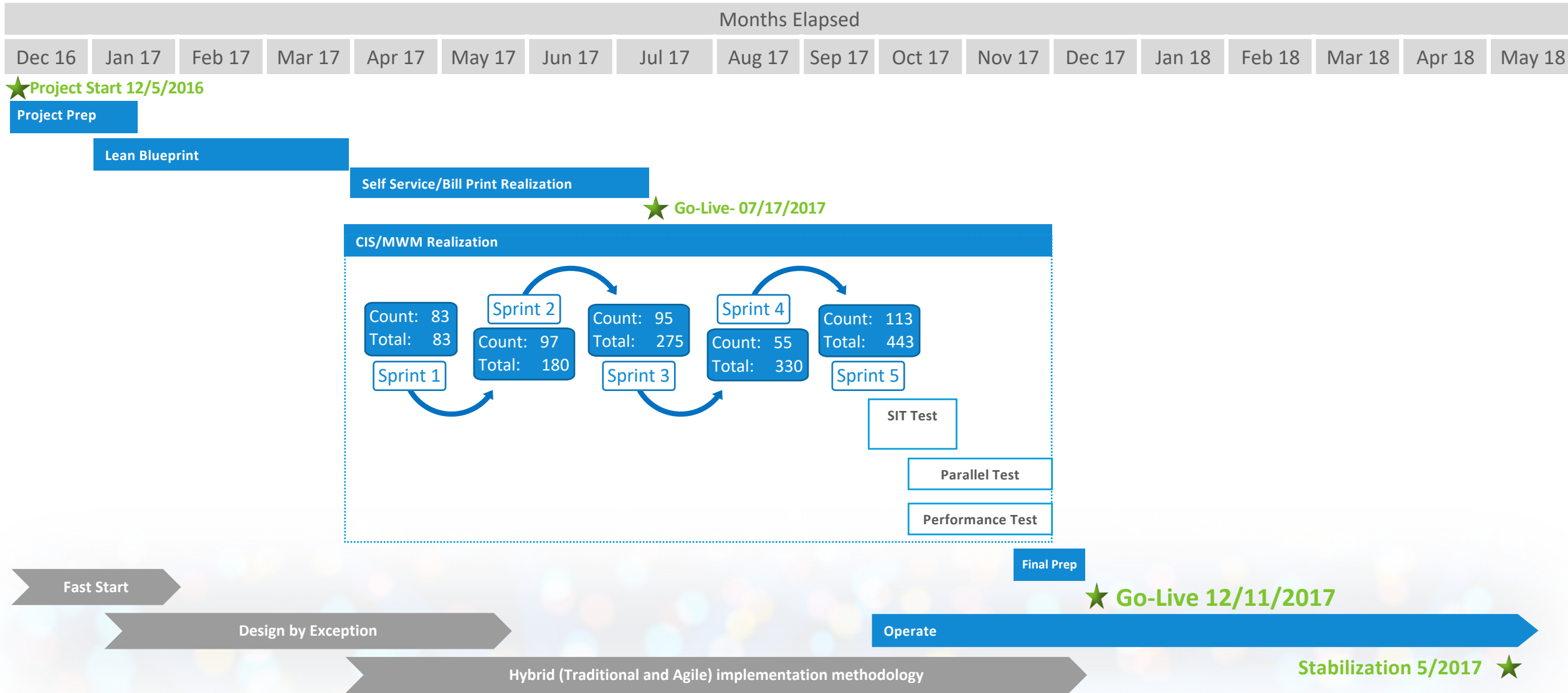




## Methodology and Approach



# Project Schedule and Methodology





# Delivery Foundation

## Reference Solution, FastStart Migration

Pre-built migration toolkit which accelerates the extraction, transformation and loading of key DCW data allowing functional gaps to be identified faster and clearer

## SAP Agile Methodology:

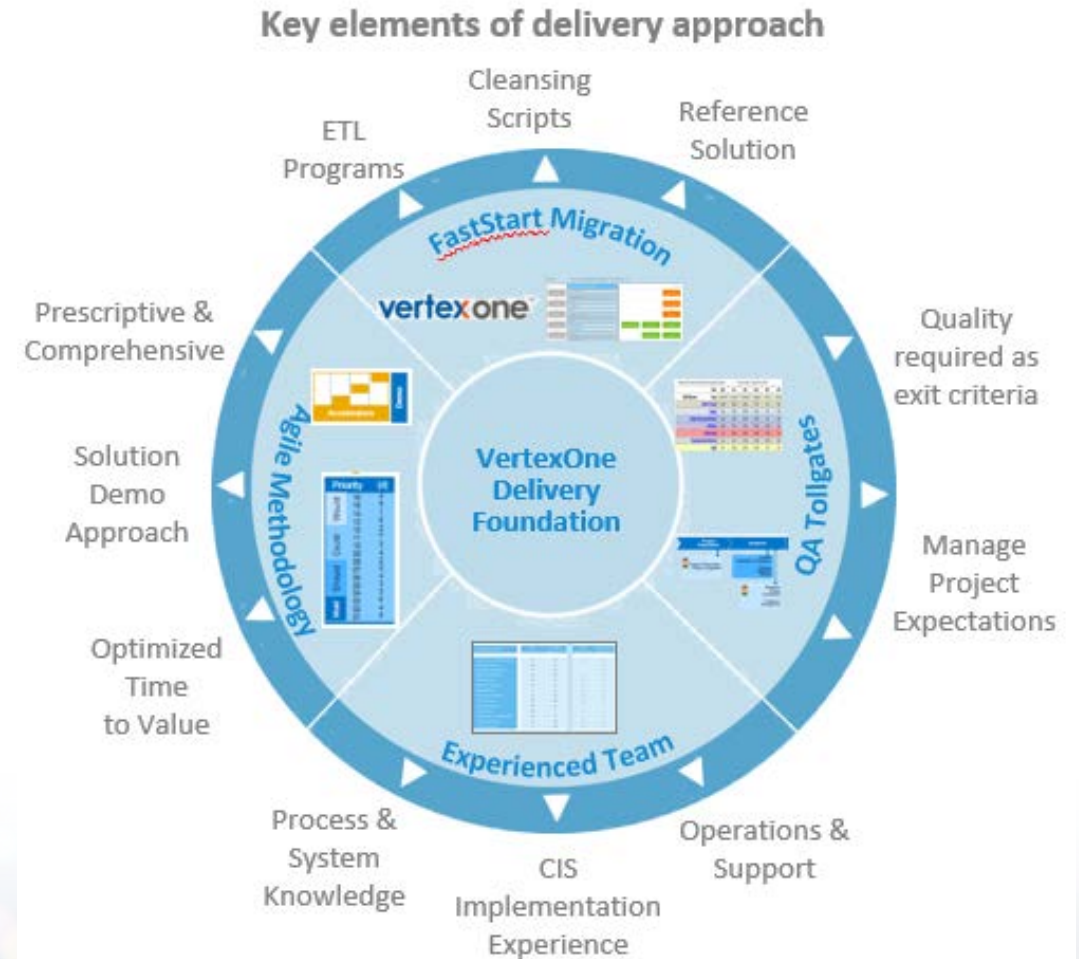
Prescriptive and comprehensive methodology to deliver proven pre-built solution to ensure the most predictable and fastest time to business value

## Quality Assurance Tollgates (Q Gates)

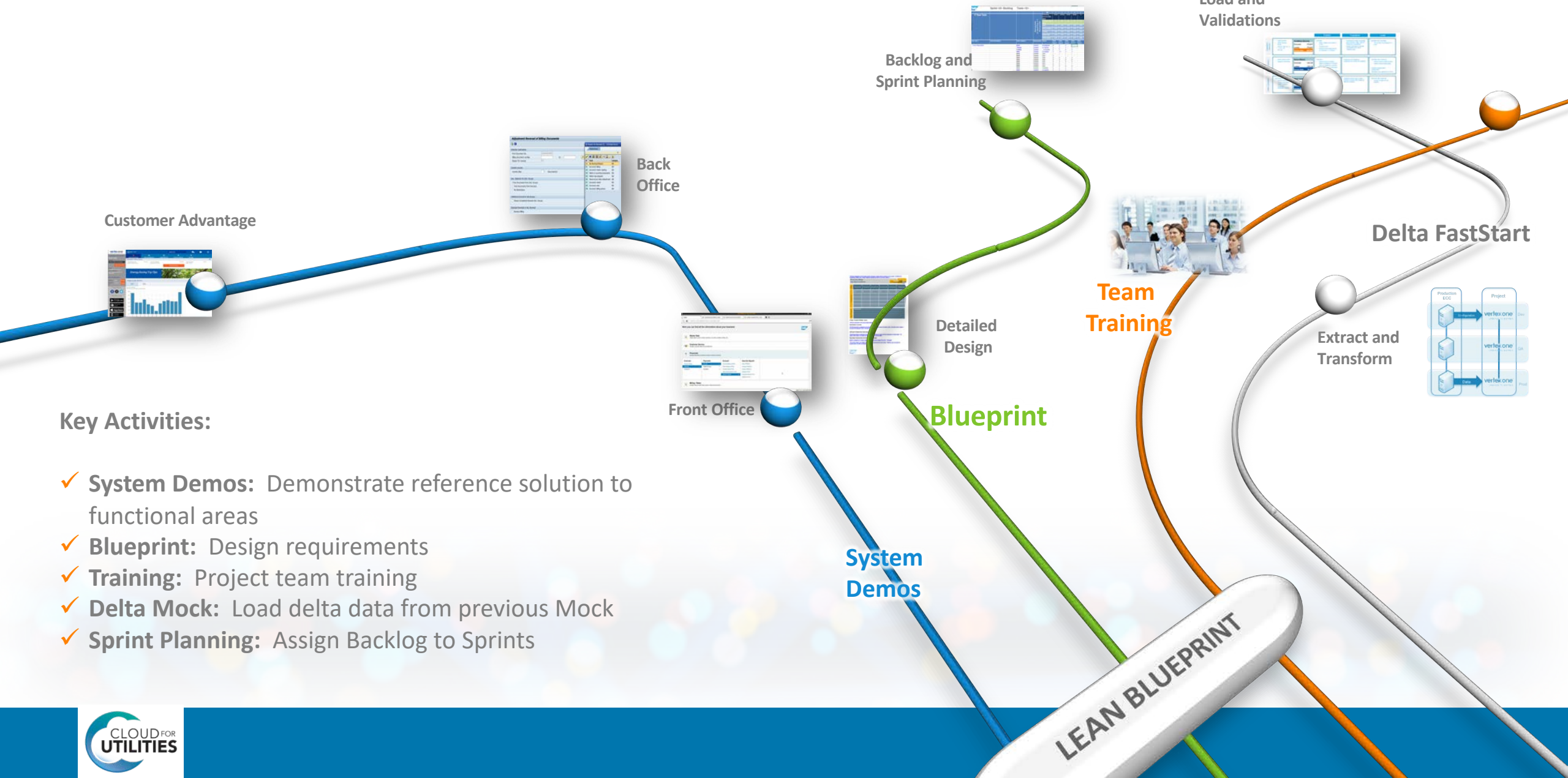
Quality is built directly into the project by enforcing quality gates as an exit criteria for each critical phase of the life cycle

## Experienced, High Performing Team:

The Vertex team proposed has an average of 12 years of CIS experience, Utilities experience and detailed knowledge of DC Water's system requirements and processes



# Lean Blueprint Key Activities

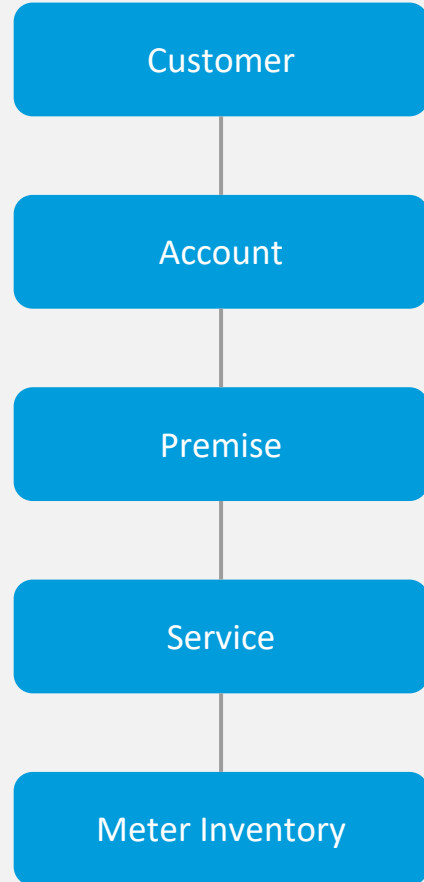


## Key Activities:

- ✓ **System Demos:** Demonstrate reference solution to functional areas
- ✓ **Blueprint:** Design requirements
- ✓ **Training:** Project team training
- ✓ **Delta Mock:** Load delta data from previous Mock
- ✓ **Sprint Planning:** Assign Backlog to Sprints

# FastStart Data Mapping

## eCIS



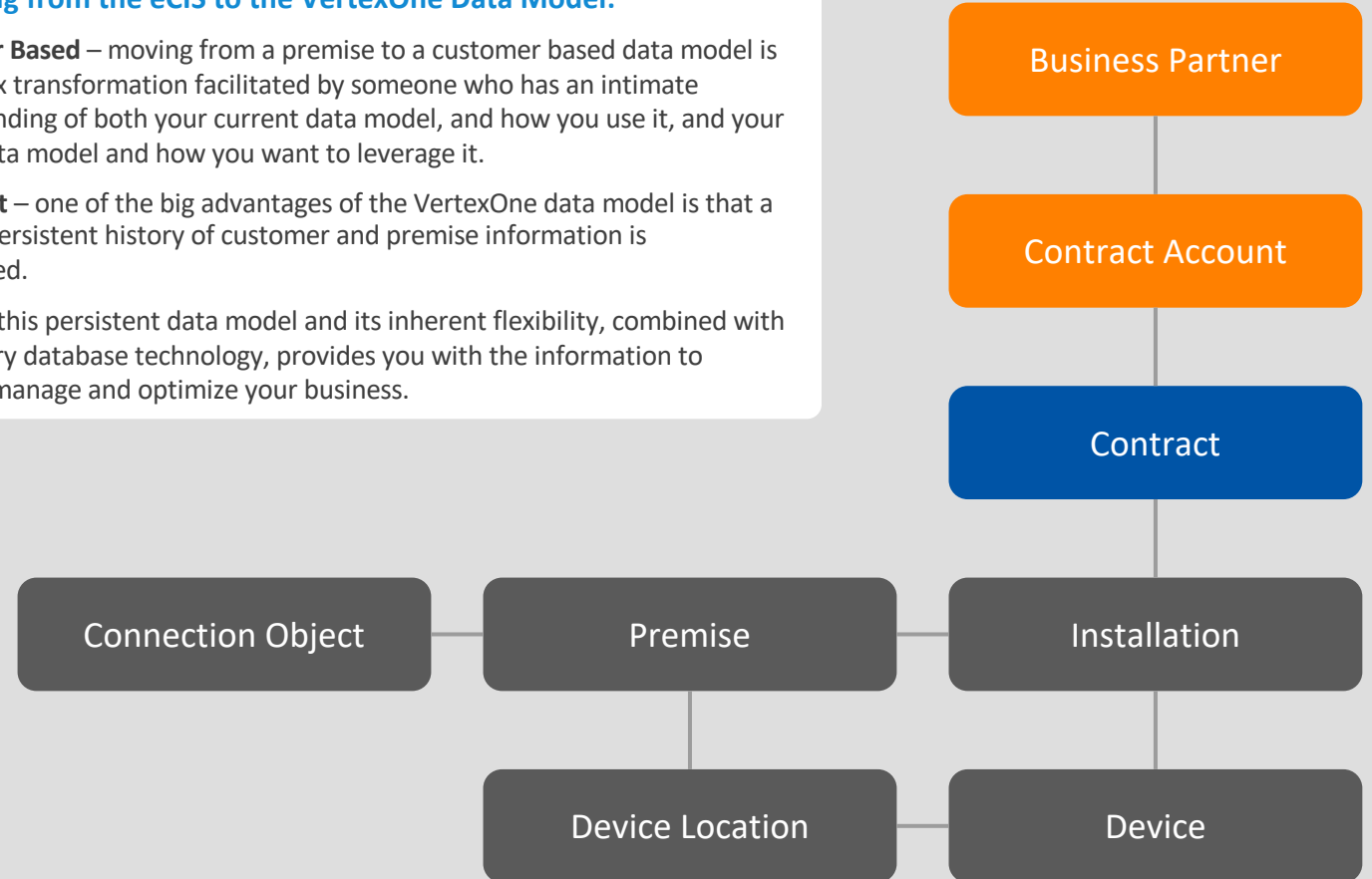
### Migrating from the eCIS to the VertexOne Data Model:

**Customer Based** – moving from a premise to a customer based data model is a complex transformation facilitated by someone who has an intimate understanding of both your current data model, and how you use it, and your future data model and how you want to leverage it.

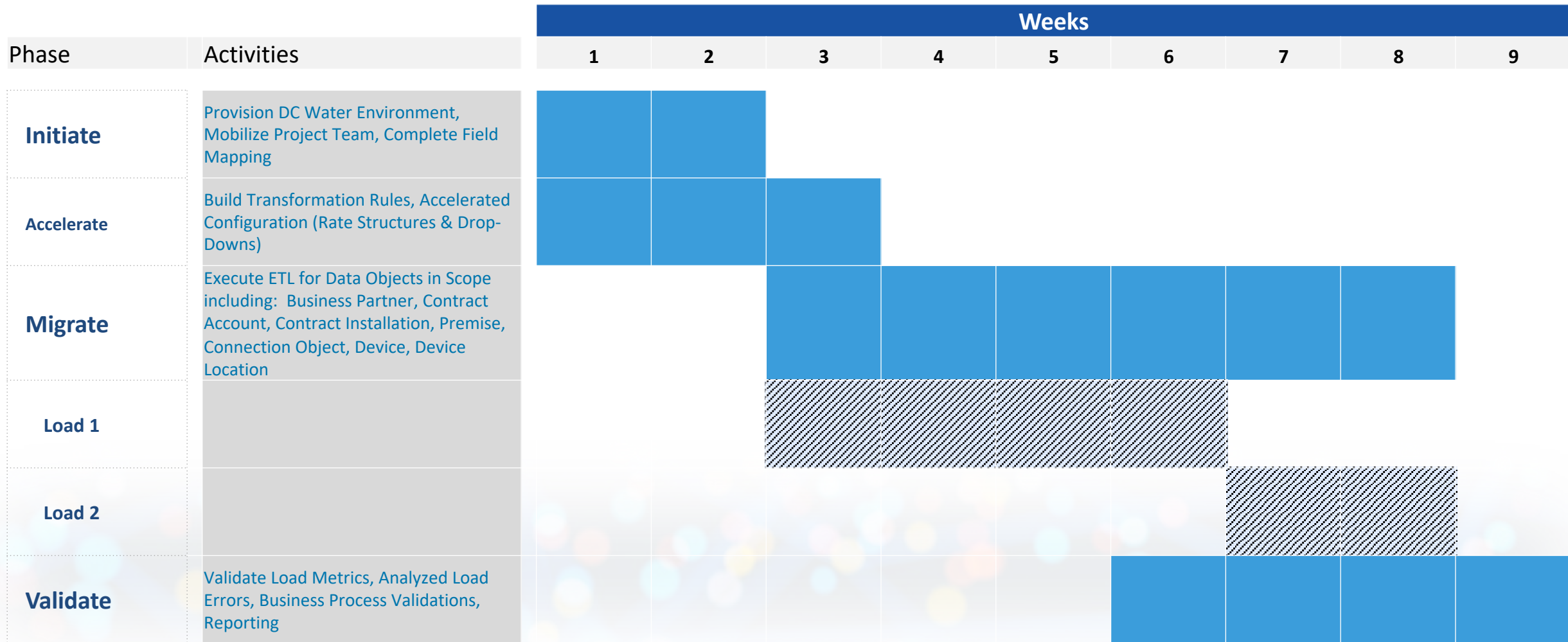
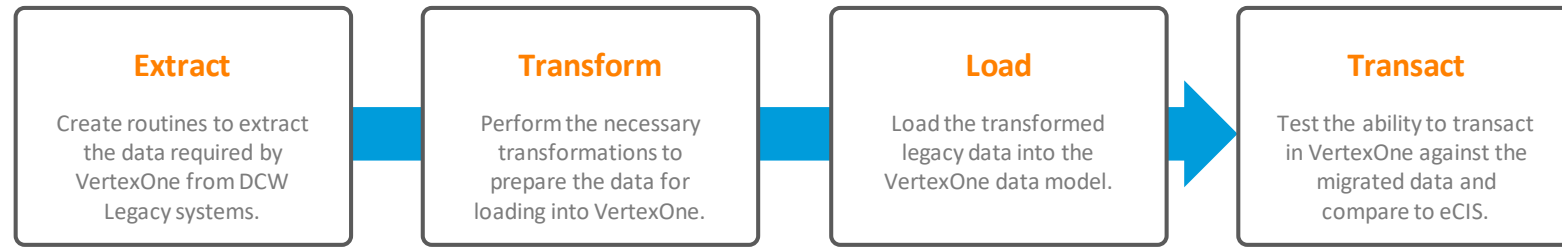
**Persistent** – one of the big advantages of the VertexOne data model is that a full and persistent history of customer and premise information is maintained.

**Insight** – this persistent data model and its inherent flexibility, combined with in-memory database technology, provides you with the information to monitor manage and optimize your business.

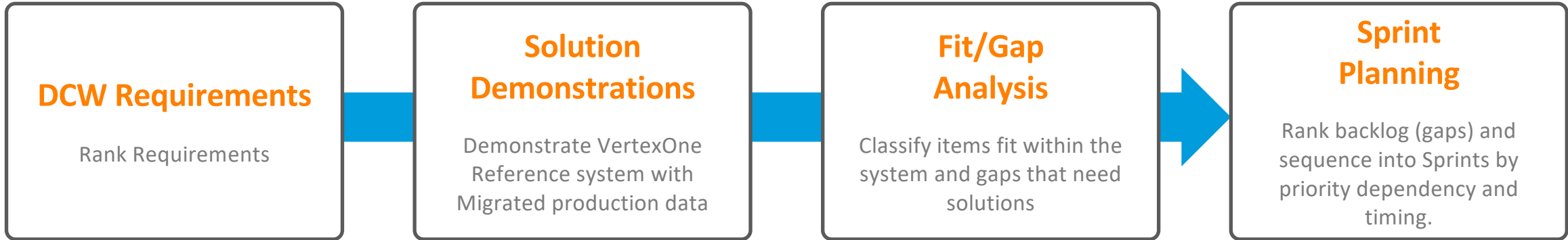
## VertexOne



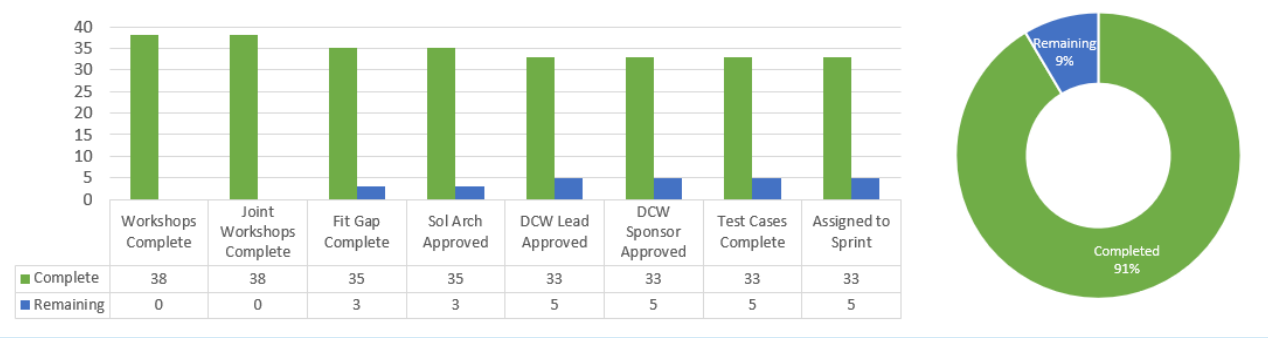
# FastStart Data Migration



# Sprint Planning



Fit Gap Completion Progress



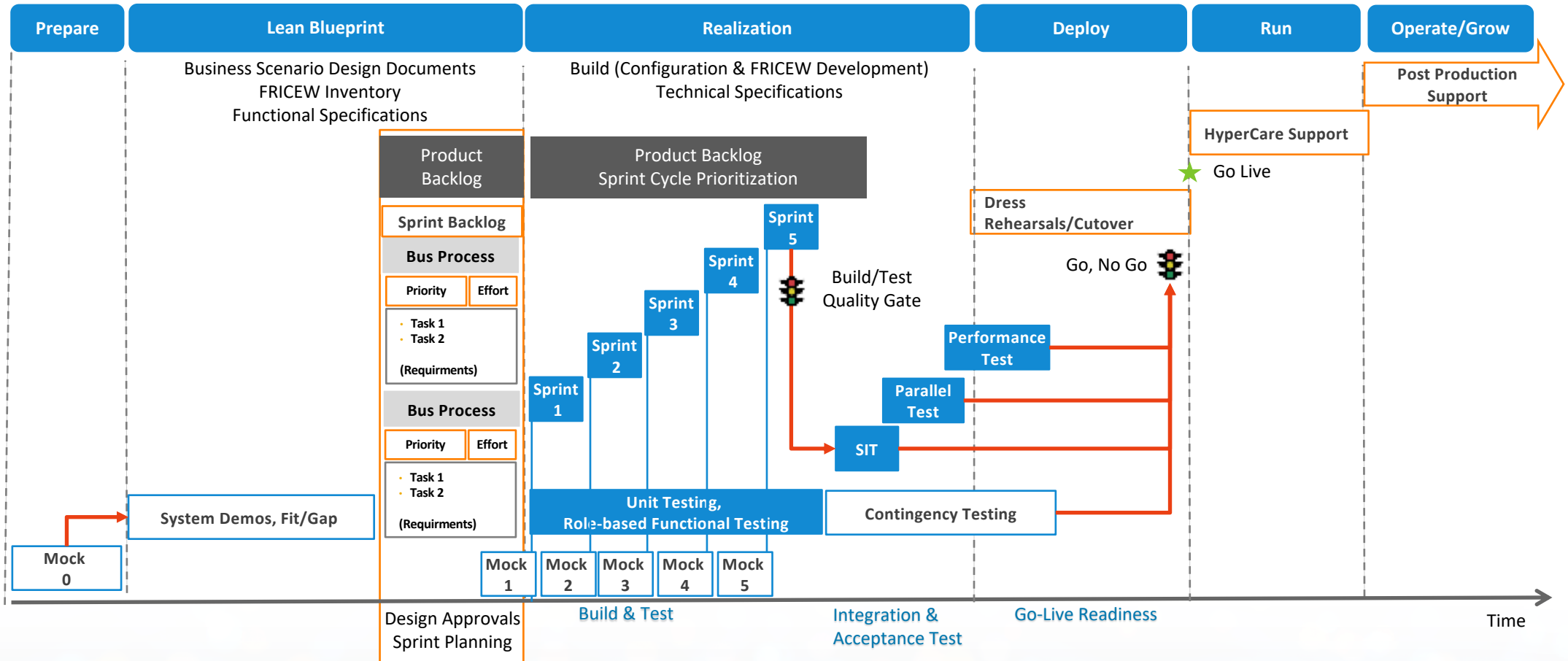
FRICE-W & Configuration Counts To Date

Object Type	Count				Hours			
	Low	Medium	High	Sum	Low	Medium	High	Sum
Reports	17	14	6	37	272	840	480	1592
Tiles	32	0	0	32	512	0	0	512
Interfaces	2	29	16	47	32	1740	1920	3692
Conversion	13	23	13	49	208	460	520	1188
Enhancements	10	28	23	61	160	1680	2760	4600
Forms	6	37	14	57	96	1110	840	2046
Total Objects: 283				Total Hours 13,630				

Req. Id	Req. Description	User Story ID	DCW RFP Process Area	DCW RFP Sub Process Area	SAP Process Area	SAP Sub Process Area
ACP207	System provides the ability to have a multi-company code or unique location number that will allow easy access for a CSR to select.	CSA7	Acct, Cust & Premise Mgmt	General Information	Customer Service	Customer Account Management
ACP22011	System provides the ability to validate the creation of new addresses within the system to eliminate duplicates or to provide an override.	FSA17	Acct, Cust & Premise Mgmt	Addresses	Customer Service	Address Management
BM164016	System provides the ability to generate a monthly recurring backflow prevention(BFP) inspection fee.	CSS8	Backflow	Backflow History	FICA	Miscellaneous Charges
BM6101	System provides the ability to provide an on-screen bill calculation for a single bill and generation feature.	BA6	Billing management	Billing Initiation	Billing	Bill print
CM11019	System provides the ability accommodate remote pay stations.	PPA14	Cashing	General	FICA	Payment Posting



# Build & Testing Components



# Methodology designed to deliver Better, Faster and Cheaper

## Focus on Data

### Fast Start

- 9 full production data migrations
- 1st full data load completed prior to lean blueprint completion
- 1st full data load comprised 99.8% of requisite legacy data
- A new data load for every sprint/test cycle
- Execute VertexOne business processing using DC Water Data

## Prescribed Leading Practices

- 250 VertexOne user stories
- Mapped DC Water's 3002 requirements to 220 VertexOne User Stories:
  - Prescribe the VertexOne solution
  - Provided context and traceability to DC Water's requirements

### Design by Exception

## High Quality Deliverables

## Solution Adoption

### Hybrid (Traditional and Agile) implementation methodology

- 5 Sprints: 625 discrete test scenarios (3905 detailed test steps)
- System Integration Scenarios: 53 (2046 detailed test steps)
- Parallel Testing: 4 Cycles (18,365 accounts)
- Defects: 754 (Very High: 25 High: 39 Medium: 579 Low: 69 Future: 42)
- Functional specification Documents – 400+
- 188 End users trained
- Training encompassed 220 user stories
- 11 classroom training roles each with customized training guides
- Additional computer lab sessions

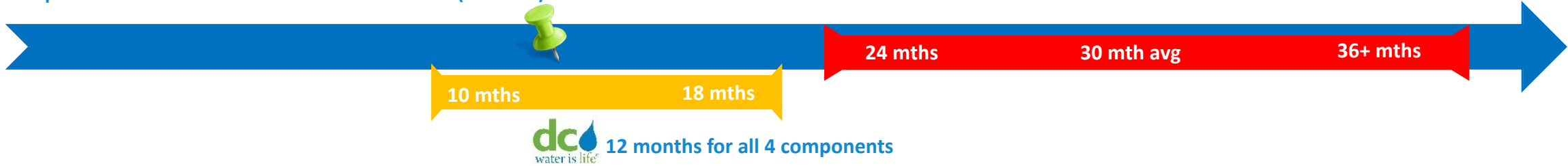


Setting New Industry Benchmarks



# Setting new Industry Benchmarks

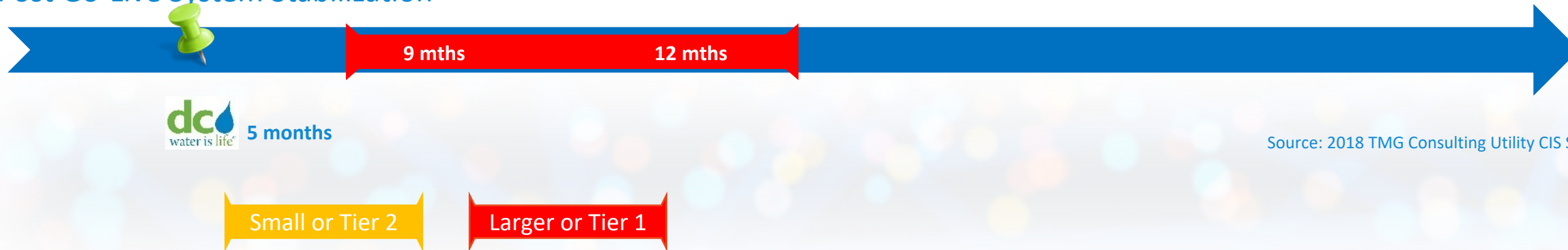
## Implementation Schedule for CIS (ONLY)



## Implementation Cost per Customer for CIS (ONLY)



## Post Go-Live System Stabilization



Source: 2018 TMG Consulting Utility CIS Survey



# Questions



# Speakers Contact Information

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