



Fejérviz Hungary: SAP Implementation

The customer

Fejérviz Pte. Ltd. provides 290,000 people in the Fejér region with water and waste water services. Owned by the 85 local governments, the company's turnover in 2006 was over Euro 20 million. It manages 115,000 water meters for private clients in 91 towns and charges its services out at 160 different rates, so that an extremely efficient billing system is required.

The challenge

Fejérviz Pte. Ltd. ordered the implementation of a comprehensive SAP system. This will facilitate the creation of 1.3 million invoices per year, determine water consumption for 115,000 households, read 140,000 water meters and administer and use all this information. The newly installed mySAP ERP and the SAP IS-U module should replace an application that had been developed in-house and was no longer able to deal with the increasing workload and requirements.

The project

The introduction of SAP across the whole company was carried out in two phases. In the first phase, the UNITIS experts installed the base modules of mySAP ERP, which support the company's logistics, administration and financial processes. In the second phase of the project, the latest version of SAP IS-U/CCS 4.72 was implemented as a billing system for public utility services related to the main services of the company. After a six-month test phase, all Fejérviz clients received invoices generated by the IS-U system. Complaints management was also moved to SAP, along with the administration of water meters, which are now integrated with the main system. mySAP ERP and its IS-U module can now be used as a real tool. Daily routines have become more manageable, company functions are dealt with more precisely and in a more controllable way. In addition, detailed, up-to-date data that can be displayed and grouped according to Fejérviz' needs is made available to help the company with pricing and making other business decisions.

Benefit for the customer

- state-of-the-art billing system with a higher level of support
- more manageable company functions
- increased quality for clients
- decreased number of complaints
- more complex data analyses



„As a result of reliable and controllable operations, we experienced general quality improvement on the consumers' side. Based on the more complex data analyses, we can plan maintenance and development work more accurately. The number of billing and other complaints has decreased, and we can provide authorities and our partners with more precise data in terms of waste management, sewerage attachments and consumption. In order to improve our services, we are planning further developments in the fields of lease billing, debt collection, application of double-factor fees, and a geographic information system relying on the firm foundation that has been created at Fejérviz by the implementation of mySAP ERP IS-U.“

Ferenc Marosvári, Chief Accountant, Fejérviz Pte. Ltd.

S&T Hungary

After the foundation of S&T Hungary as part of S&T in 1999, in 2001 S&T took over the INNET kft. in Hungary, followed in 2003 with the takeover of Fujitsu Siemens' Hungarian branch office. 2006 S&T bought with UNITIS one of the market leaders in the Business Solutions segment, also for SAP ERP systems. UNITIS provides customised standard solutions and tailor-made software developments to companies and government departments in Hungary and other countries. These range from systems for enterprise resource plan and facility management to information and communication instruments to engineering software.

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