THE CUSTOMER'S CHALLENGE

The OnStream Transformartion Programme (OTP) was established as a key technology enabler of OnStream's objective to become a leader in the field of smart meter installations and operations. A new IT architecture and solution landscape was required that would support the customer's ambitions based on a range of commercial-off-the-shelf software that was to replace the existing applications as a more operationally aligned and cost effective solution.

The solutions selected and implemented as part of the OTP were:

- RightNow   CRM
- MetraTech   Billing solution
- Wheatleys   Work and asset management
- ClickSchedule   Workforce scheduling and dispatch
- ClickMobile   Mobile field force solution (running on Panasonic MC70 devices)

With our track record in the utilities industry sector, we were appointed to assume responsibility for overall IS delivery management of the programme, which involved leading a large multi-party team including National Grid IS, Wipro, CSC and the chosen software vendors, across all aspects of solution delivery, integration and end user training.

In addition, we were requested to undertake assurance for the programme working closely with the programme leadership team and senior stakeholders to help address business readiness and ensure risks were managed effectively.

FACTS & FIGURES

Client: **OnStream**
Business Division: **Metering**
Location: **UK**
Industry: **Utilities**
Value of Engagement: **£350k**

Key Features: Programme management, multiple partner landscape, IS leadership, end user training, utilities industry specialism, assurance

Summary:

OnStream appointed DNASTREAM as its programme partner as we had a proven track record of successful delivery in the utilities industry.

The customer needed us to support a major transformation programme to introduce a more cost effective and operationally aligned IT solution landscape, by managing the delivery of a mix of commercial-off-the-shelf software.

WHAT WE DID

DNASTREAM assumed overall responsibility for delivery of the IS programme on behalf of National Grid IS covering a wide scope:

- Management of all aspects of the IS programme from initiation through to transition into support and closure

- Leadership and management of IS delivery for all parties:
    o National Grid IS
    o Wipro – onshore and offshore
    o Each of the delivery teams from the software vendors – Wheatley, ClickSoftware, MetraTech, RightNow and Microsoft
    o CSC for infrastructure
    o Virgin Media and Verizon for networks and communications

- Specific solution and technical expertise to support the design and build, in particular relating to ClickSoftware solutions and the integration of the application landscape

- Establishment and management of the programme training work stream across all process areas and software solutions:
    o Definition of the programme training strategy, training development plans and training delivery plans Development of integrated end-to-end content for e-learning and instructor led training
    o Delivery of end user training to OnStream end users across all process areas and software solutions
    o Scheduling and administration of end user training across multiple customer sites, including the mobile workforce

In addition, DNASTREAM were appointed as the programme assurance partner working with the OTP leadership team:

- Ensuring that all aspects of business readiness were understood and addressed

- Regular business readiness assessments across the organization and process areas

- Programme 'health checks' to ensure transformational activities were being addressed and risks managed effectively

- Advice and guidance to the programme leadership team

KEY BENEFITS DELIVERED

- Programme delivered successfully within the required timescales and budget

- Fully integrated solution suite established across all software applications

- All end users – office-based and mobile workforce – trained in the new processes and solutions with high levels of adoption

- Successful transition from the programme into ongoing support

DNASTREAM
MAKING TECHNOLOGY USEFUL