

SAP WORLD TOUR 09 meets 3rd SAP*ience*.be TECHNOLOGY DAY

Slot 1.1.5

AQUAFIN : Customer Testimonial

*Water Treatment Organization upgrades to
Crystal-clear Business Information*



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Agenda



1. Aquafin

- 1.1. Company
- 1.2. Achievements
- 1.3. IT Organization

2. BI at Aquafin

- 2.1. Complex Business
- 2.2. Growing Business

3. Aquafin and SAP Business Objects

- 3.1. For many years
- 3.2. In 2008
- 3.3. And in the future

4. Lessons Learned

5. Q & A





Aquafin

■ Company :

- Set up by Flemish Community in 1990
- Mission : collect and transport waste water to its water treatment plants, waste water purification, especially supramunicipal
- Turnover : 326 Mio € (2008)
- Employees : 915 (2008)
- 230 Water treatment plants

■ Achievements :

- Before 1990 : 70 % waste water discharged directly into waterways
- 2009 : 74% purified before dischargement into waterways
- International reputed know-how water purification





Aquafin

■ IT Organization :

- Employees : 28
- Hardware : 80 servers, 15 TB storage, more than 200 sites
- Applications : mainly own development :
 - Analyses results
 - Project management
 - GIS-platform
 - Centrally managed database
 - :





BI at Aquafin

■ Reporting and analysis as key assets in a **complex** business :

- BO is used for operational as well as historical reporting
- Enterprise data warehouse : all data of our production environment is also available in our company-wide data warehouse. (Most data with 1 day of delay.)
- Flexible, performant and fast analysis needed every day on all kind of data.
- 600 Information workers, 75 Power Users (Business Analysts, Controller,...)
- 25 universes, 1.100 tables, 12.000 objects

■ Reporting and analysis as key assets in a **growing** business

- 1997 : 100 reports, 150 BI-users
- 2000 : 5.000 reports, 200 BI-users
- 2007 : 10.000 reports, 250 BI-users
- 2008 : 4.000 reports, 600 BI-users (after migration to BOXI)
- 2009 : 4.500 reports, 600 BI-users
- And still growing...





Aquafin and SAP Business Objects

■ For many years : Business Objects

- Ad Hoc reporting and analysis as a self-service
- Information available whenever, wherever with minimal or no IT-intervention
- Flexible, performant and fast analysis needed every day
- In any format (pdf, xls, html,...)
- Trusted and secure
- Scalable





Aquafin and SAP Business Objects

■ 2008 : BOXI Migration

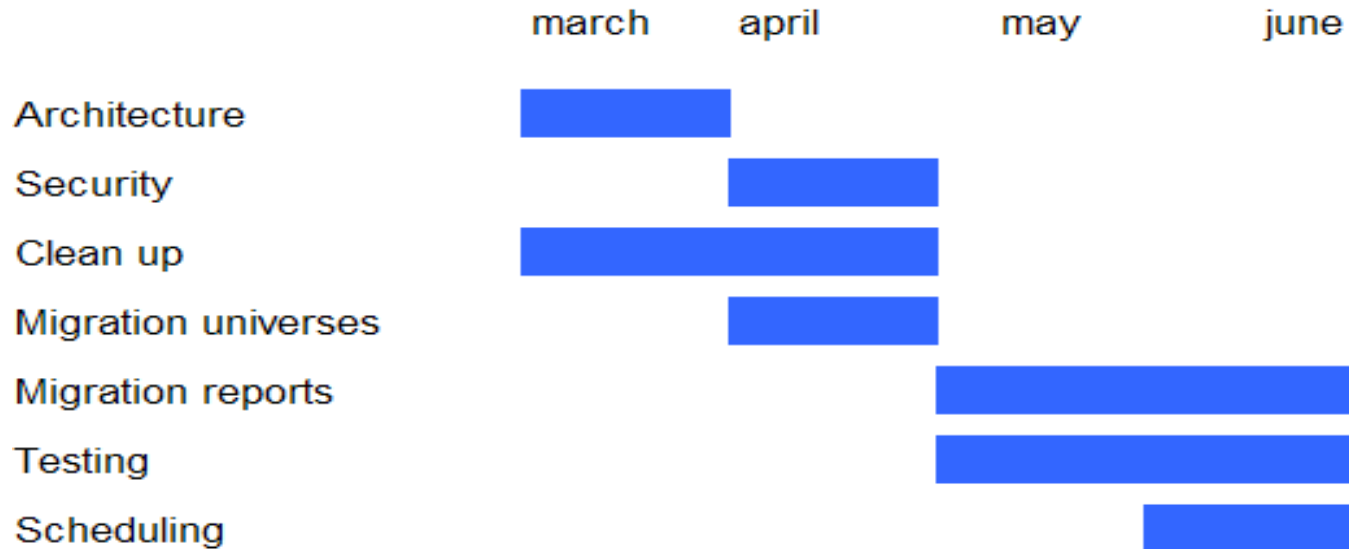
- End of life previous version (5) : Bench Marking with strong involvement of users
- More Refined Security
- Integration MS Office
- Lower Cost per User and assuring the Performance
- Clean environment
- Additional functionalities
- Future Oriented Architecture
- Clean environment
- Commitment users, ICT and Thinking Solutions. Strong collaboration.





Aquafin and SAP Business Objects

■ Time Schedule





Aquafin and SAP Business Objects

■ And in the future ?

- Meta Data management
- Extend Web Intelligence (integration within our new portal)
- ABC-costing





Lessons learned

- Think ahead, Act phased
- Involve Business in your (BI) projects
- Be prepared to changing needs
- Manage (BI) projects = control + communication
- Close collaboration between users, ICT & external partner.



Aquafin

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Q & A ?





Thank you!

