



OPWiK IN OTWOCK CHOOSES IFS APPLICATIONS™ TO SUPPORT BUSINESS PROCESSES

Otwockie Przedsiębiorstwo Wodociągów i Kanalizacji (OPWiK) Sp. z o.o., a municipal water supply and sewage company in Otwock, Poland, has strongly expanded its water supply and sewage systems under an EU support program. In order to increase the effectiveness of its business processes, a comprehensive IT solution from IFS has been deployed, including ERP, billing and GIS systems.

Before implementing an integrated system, OPWiK used to work with several standalone IT tools. Lack of integration resulted in problems with data access and limited efficiency.

“We noticed the need to switch to an advanced management system. The fact that our IT tools were not integrated resulted in delays in financial reporting, as well as in poor cost control and investment support. In order to improve efficiency, we decided to implement an integrated ERP system,” Grażyna Osica, OPWiK Sp. z o.o. Chief Accountant and Proxy, said.

In 2010, OPWiK announced a public tender after it had compiled a list of requirements and finalized its terms of reference. Among the bids that were submitted was IFS Applications, a component-based suite of industry-specific ERP software. On examining the bids, it was found that the solution from IFS best suited the company’s requirements in terms of features and functionality, the scope of the implementation service, and price.

END-2-END SOLUTION

Under the terms of the agreement, IFS delivered an end-2-end solution that including an ERP system, i.e. IFS Applications™, a billing system and a GIS system. IFS subcontracted the service to Advanced Business Solutions Sp. z o.o. (ABS), its business partner in Poland.

For the purposes of OPWiK, ABS has implemented a billing solution that allows for bulk settlements, customer invoicing and invoicing support for Psion mobile terminals. This solution, integrated with the IFS Applications™, enables full customer accounts settlement, automatic sales account assignment, multi-layer sales analyses, and water meter support.

The GIS system implemented by ABS, fully integrated with IFS Applications™, enables agile management of the underground infrastructure. The solution

ABOUT OPWiK

Otwockie Przedsiębiorstwo Wodociągów i Kanalizacji (OPWiK) Sp. z o.o. has been operating for over 70 years now. The company provides its water supply and sewage reception services in Otwock and Karczew, Józefów and Celestynów communes. The water supply system in Otwock has recently been expanded under an EU investment program co-financed by the European Union. Currently, the OPWiK water supply pipeline’s length exceeds 220 km. More than a half of this system has been developed under an EU Cohesion Fund program.

“By integrating this tool with IFS Applications™ we have achieved our goal of having a single data storage platform. It is an added value for us.”

Grażyna Osica, OPWiK Sp. z o.o.
Chief Accountant and Proxy



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provides information about localization and system parameters. Access to the data is implemented in the form of a map, providing an overall view of water and sewage systems.

IMPLEMENTATION PROJECT

The launch of IFS Applications™ took place as scheduled, and in January 2012 the system went live. The following components have been deployed: IFS Financials™, IFS Distribution™, IFS Maintenance™, IFS Human Resources™ and IFS Payroll™.

The key goals of the project have been achieved. First of all, data storage and processing mechanisms have been streamlined. IFS Applications™ covers all the key business processes of the company. Lab, public procurement and investment support mechanisms have been streamlined as well. IFS Applications™ also provides support for OPWiK's maintenance, repair and overhaul (MRO) services.

“The deployment of the ERP system from IFS forced us to modify our processes. As a result of the modifications we made, we increased the operational efficiency of the company. We now have a functional document management system and have access to comprehensive work order records, including costs assignment,” Grażyna Osica, said. Currently, 50 employees are using IFS Applications™.

ENHANCED BUSINESS PROCESSES AND STREAMLINED OPERATIONS

Among the key benefits derived from the end-2-end, integrated ERP solution implemented in OPWiK are automated data processing and streamlined circulation of information in the company.

“We enjoy an improved access to data. The data is stored in a single location that can be accessed by every properly authorized employee. Moreover, multiple validations lower the risk of making wrong decisions on every level of our organization,” Grażyna Osica added.

As a result, business processes in many areas have been improved, including contract management, service invoicing, planning and investment tracking, financials, accounting, and budgeting. In addition, integrated management support allows also for streamlined material handling, stock counting and mobile work orders support.

“All work orders, resource planning, including human resources, as well as document circulation processes are now handled by IFS Applications™. The system also provides budget control mechanisms. And all those activities are managed centrally. The billing system, which was developed to order, is suited to water supply and sewage industry-specific requirements. By integrating this tool with IFS Applications™ we have achieved our goal of having a single data storage platform. It is an added value for us”, Grażyna Osica concluded.



BENEFITS

- Real-time business data access
- Streamlined circulation of information
- Automation in the domain of financials and accounting
- Improved cost control
- Improved efficiency in the scope of material handling activities
- Improved maintenance tasks planning
- Improved customer service
- Streamlined document circulation
- Increased productivity

SOFTWARE

IFS Financials™

IFS Distribution™

IFS Maintenance™

IFS Human Resources™

IFS Payroll™

