



**THE
CLIENT**

Utilities Company

Our client, a premier regional utilities company awarded The Squires Group Inc. (TSGi) a Master Services Agreement (MSA) to provide technical, functional, and operational enterprise wide support.

Since the inception of our MSA, our client has issued TSGi over thirty-six SOW's to support a variety of mission critical projects that include:

- A multi-year SAP IS-U implementation
- Full Life-Cycle design, development and implementation of an AOC system built to detect abnormal operating conditions for utility equipment
- Program Management Office support

The Implementation and Support of an SAP IS-U Business Solution



**THE
CHALLENGE**

As our client began to launch the largest IT implementation in the company's history, there was a realization that they could not fully staff the project team from their existing resources while maintaining business operations.

In addition, our client's senior leadership wanted the ability to independently test and validate that the code of the integration firm that was selected for the SAP project performed to specifications.



**THE
SOLUTION**

To ease the burden of this complex implementation on our client's internal staff, TSGi assembled a team of twenty-two SAP utility industry experts. While our consultants assisted our client teams in a variety of ways, they primarily relied upon our experts for their deep SAP technical and functional knowledge and utility industry expertise. Their focus was to conduct systems integration

testing and support activities around user acceptance testing. Our consultants performed these tasks for the implementation of the SAP modules:

- Provided functional/technical application and implementation support
- Compiled and reviewed functional and technical design specifications
- Identified and reported development issues
- Collaborated with cross-functional teams on integration issues and developed solutions to these issues
- Continually enhanced or improved business systems processes that drove efficiency through best practices
- Wrote, reviewed and executed test scenarios, cases and scripts
- Executed quality assurance from test definition through assessment sign off
- Provided knowledge transfer support for configuration

TSGi led all aspects of the testing efforts with the support of our client's functional team. The Squires Group team took point on the development of the general approaches, managing the test design and the execution of testing in accordance with the applicable Statements of Work.

The strategy incorporated test planning, test case design, test execution, test result collection and test result evaluation. Testing included: All FRICE-W components with the exception of conversion objects, Payment Processing, Field Testing. Types of Testing included: Functional, Unit, Integration, Performance, Disaster Recovery, Role (Security), Environment Smoke, Bill Parallel, and Penetration testing.

HP Application Life-cycle Management (ALM) was the functional test management tool and the repository of all functional testing documentation. Functional testing included Unit and Integration testing. All business requirements, FRICEW inventory and associated traceability were migrated from Solution Manager to HP ALM during the build stage. HP Performance Center (HP-PC) was used as the performance test management tool and acts as the repository of the performance testing documentation. All performance requirements, performance test scenarios and test cases are tracked using HP-PC.



**THE
SUCCESS**

For the SAP implementation, we provided twenty-two SAP consultants with expertise in the Utilities industry. With our team in place, our client was able to support the entire project and keep the effort on schedule. Several members of our SAP team were asked to stay on to support the operations and maintenance team to conduct break-fixes, functionality updates and enhancements and expand the interfaces to other systems used within the company.



THE TESTIMONIALS

- “The Squires Group SAP Test Team was instrumental in making sure our SAP solution was on track, met our user/customer needs and integrated us across the entire organization work operations.” – Mark S., SAP Program Manager.
- “Kavitha’s (TSGi consultant on the SAP data conversion team) contribution as a Data Conversion Lead on the project can be described in one word – INVALUABLE.” – Lorraine U., SAP Functional Integration Lead.

The Development and Implementation of the AOC system



THE CHALLENGE

Our client released a Request for Proposal to Industry to develop a system to survey gas meters, and all related equipment. These surveys are called Meter Build-up (MBU) surveys, which identify and correct any observed Abnormal Operating Conditions (AOCs).

Rather than constructing a stovepipe system, our client required a system that would use the existing Enterprise Application Integration (EAI) WebSphere implementation, as the core component of the new system. The Squires Group Inc. (TSGi) competed for and was awarded a fixed-price contract to perform the work.



THE SOLUTION

To efficiently manage the MBU survey process, TSGi constructed a system using existing components of the Information Technology (IT) infrastructure. The core component of the AOC system is EAI. It is the engine through which the entire system operates. Existing Adaptors and Messages were used to the maximum extent possible. New ones were created based on new interface requirements.

To meet the required capabilities, EAI communicates with nine existing legacy systems. They are: the Work Manager and Asset Manager modules of Asset and Resource Management (ARM) system, Mobile Mapping, Field Device Manager, Customer Information System, AppXtender, Computer-Aided Dispatch, Customer Order System, and a regional file server. The work the TSGi team performed was performed under an Agile System Development Life-Cycle (SDLC) methodology.



THE SUCCESS

For the AOC project, using the Enterprise Application Interface (EAI) foundation, our team extended the capabilities of EAI and ARM to implement a system with the full functionality required by our client and one that complies with the State Corporation Commission requirements.

Providing Project Management support to the Program Management Office



THE CHALLENGE

The Program Management Office (PMO), a component of the Business Transformation Office (BTO), is responsible for the management of projects to bring new or modified capabilities to the Business Units. The number of on-going projects, at times, exceeds the number that can be supported by our client's Project Managers. Delivering a talented team of Project Managers on a just-in-time basis with the right mix of skills and domain knowledge would be a daunting task.



THE SOLUTION

By utilizing our *In The Perfect Space Methodology* (ITPS) and combining it with our *Active Pipeline* process, our team has provided over 18 Project Managers to our client teams.

Our work includes all aspects of Project Management specified in the Project Management Body of Knowledge from inception to closure. TSGi's Project Managers have successfully managed the assigned projects.



THE SUCCESS

We have also successfully provided Project Management support a number of major projects. Our team's Project Management contribution has played a key role in kicking off and completing key enterprise level projects that were critical either from a strategic outlook or from the compliance standpoint. Some of the projects where we provided project management oversight include Business Development, Application Software Implementation and Upgrade, Network Security, Middleware EAI using Websphere, IT Systems Replacement, IT System Testing, Multiple Systems Application Enhancements, Transition Initiative to take the new IT Systems from Implementation to Operation Support, and overall Network Security and Risk Mitigation.



THE TESTIMONIALS

- "James (TSGi Project Management Consultant) is doing an exceptional job on the Workday effort for our HR team. He has settled right into the middle of everything with HR. We have got exceptional response for HR through his efforts. He has taken the bull by the horns and is racing forward with it. I do not need to ask for updates as I can see the real progress. We have a long way to go but James is driving us there." – Mark S., HCM Workday Project Manager.
- "Sujit's (TSGi Project Management Consultant) effort and work to keep this key customer solution on scope, meet business and regulatory requirements while providing a solution that is user friendly was beyond expectations." – Jennifer G., Benchmarking Portal Project Manager.
- "Thanks you Jeff (TSGi Project Management Consultant) for your hard work and diligence to help us make this positive change for the Utility Ops organization. It was a daunting task at times, and you, and the rest of the team stepped up to the plate, so thanks!" – Katie H, Director.

