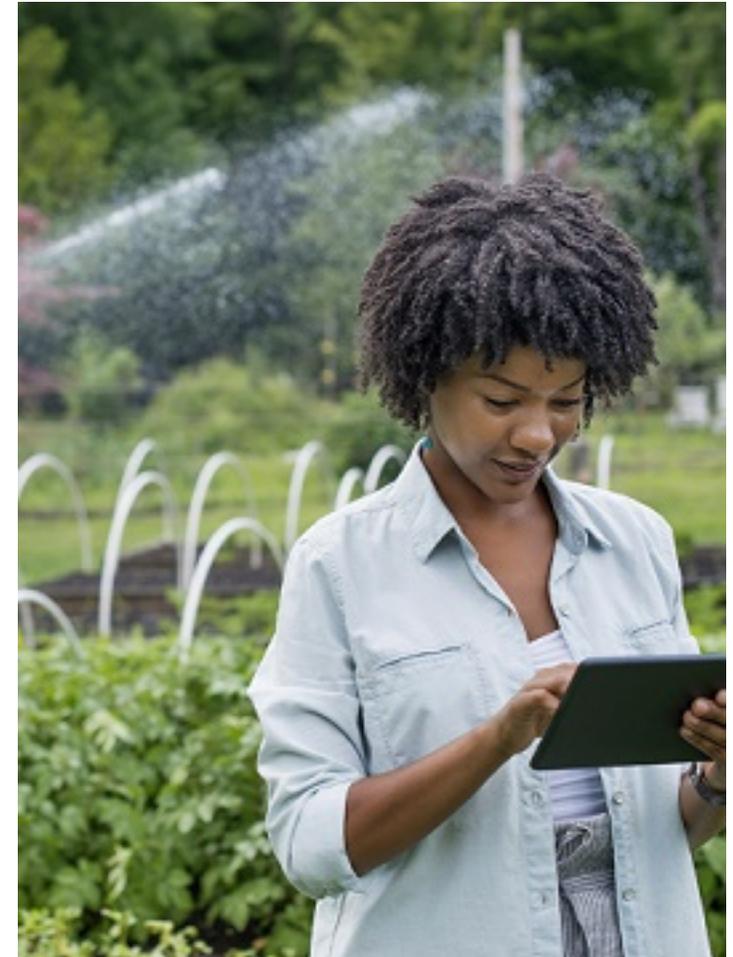


Fairfax Water: Establishing a Platform for Collaboration with SAP® BusinessObjects™ Business Intelligence

One out of every five Virginians rely on Fairfax County Water Authority (Fairfax Water) for their water. Fairfax Water is Virginia's largest water utility, servicing nearly 2 million people, and it is one of the 25 largest water utilities in the United States. In order to continue to provide its customers with the best services available, the company makes an effort to adopt new technology solutions as soon as they become available.

Fairfax Water used the SAP® Early Adopter Care program to migrate to the newest version of the SAP BusinessObjects™ Business Intelligence platform. The migration was completed in two days, and the company has gained enhanced auditing capabilities and a faster update process. By constantly updating its systems, Fairfax Water can continue to provide high-quality water.



Fairfax Water enhances its self-service tools

Company

Fairfax County Water Authority

Headquarters

Fairfax, Virginia

Industry

Utilities

Products and Services

Water treatment, distribution, and services

Employees

450

Revenue

US\$142 million

Web Site

www.fairfaxwater.org

Objectives

- Remain the lowest-cost water utility in Virginia and the Washington, D.C. area
- Provide customers with affordable and reliable service

Why SAP

- Long-time SAP customer and early adopter of new releases
- SAP® BusinessObjects™ business intelligence (BI) solutions, which provide full visibility to measure daily operations and support, improving efficiency and reducing costs

Resolution

- Completed migration in two days with the SAP Early Adopter Care program
- Maximized system resources and uptime with the new admin cockpit and system auditing in the SAP BusinessObjects BI platform
- Enabled new processes with the addition of bar codes and QR codes in SAP Crystal Reports® software
- Created visualizations of metrics with SAP Crystal Reports
- Maximized system resources and improved throughput of existing solutions with performance enhancements in the SAP BusinessObjects BI solutions

Future plans

- Improve customer interaction with Fairfax Water by implementing current and emerging technologies
- Enable integration with the SAP HANA® platform for real-time reporting and analytics

“Using SAP BusinessObjects BI solutions has helped us monitor and improve our IT and operational reporting.”

Marcus Berry, SAP Support Center Supervisor, Fairfax County Water Authority

>13%

Reduction in backlog

90%

Schedule compliance six months into project (all-time high)

95%

Preventive maintenance compliance six months into project (all-time high)

\$115,000

Saved thanks to a reduction in backlog

59%

Reduction in emergencies

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