



# Quintel Management Consulting



## Company Overview



- **Quintel focuses on helping clients with performance improvement, information technology selections and design, ERP implementations and management. We have identified substantial efficiency and cost saving measures resulting in savings in the multi-million dollar range annually.**
- **Our group specializes in ERP audits and reviews, SAP ERP and EAM installations, customer information reviews and SAP CCS/CRB and CRM implementations.**
  1. Confirm the Business Model – Review the current IT situation and products in development or implementation.
  2. Confirm the Business Process – Categorize processes and link to critical success factors
  3. Define the IT Needs – Conduct needs analysis based on interviews and Quintel expertise and case experience.
  4. Analyze the IT Area – Determine the adequacy of the information, the information technology and the priorities.
  5. Complete the Gap Analysis – Determine if critical information needs are being met. Does system redundancy exist? Do other innovative technology solutions exist?
  6. Develop an Integration Plan – Develop a road map to move to a new IT environment. Transfer knowledge and develop performance measures.
  7. Manage and Implement the Plan to meet the performance metrics, budget and timeline specified. Quintel utilizes the SAP ASAP implementation

- Woman owned business (WBE) staffed by professionals that, before Quintel, have worked in other management consulting practices such as Arthur D. Little, EDS and Andersen
- A certified SAP partner that specializes in Utilities (Water, Electric, and Gas)
- Quintel is experienced in all modules of SAP including: FI, CO, PM, PS, AM, TR, PY, HR, MM, MAM, ISU-CCS/CRB, CRM, UCES, MAU, Netweaver, E-(modules), Business Warehouse, ECC for the utility environment
- The first consulting firm to implement all SAP modules at a single client site
- Quintel developed the Compatible Units and Operational Level Costing EAM module with SAP and was the first to implement these modules as well as mobile (MAM and MAU)

- Quintel employs project managers, performance and change management experts, Utility experts, SAP functional experts and Netweaver/ABAP/JAVA programmers
- Expertise in the implementation of SAP using standard SAP processes in order to minimize implementation costs and drive organizational savings
- Significant experiences with the coordinated implementation of Back Office, Work Management, ISU-CCS, CRM and UCES modules of SAP, resulting in tightly integrated business processes
- Proven track record of creating a best-in-class project team and implementing projects successfully

Our performance improvement methodology focuses on a general philosophy for all the improvement efforts—sustainability has to be the driving force. As a result, we invest a significant amount of time to ready a company for the change associated with an ERP project. The key element in the change effort is involving people in the process from the outset. Working side-by-side our clients as client involvement encourages people to listen to the possible solutions and then customize these solutions to their particular situation, thereby taking c



- **Quintel's Key Personnel implemented ERP/SAP in the following Utilities:**
- Reliant Energy
- Centerpoint Energy
- Central Vermont PS
- CMS Energy
- Aquarion Water
- Essent
- Entergy
- CT Natural Gas
- Berkshire Gas
- Southern CT Gas
- Bewag
- Energy East
- Imperial Irrigation District
- Transalta
- Citi Power
- Singapore Power
- Suffolk County Water Authority
- United Illuminating
- Begas
- Southern California Edison
- Central Maine Power
- New York State Electric & Gas
- Rochester Gas & Electric
- Public Service Electric & Gas

## All Utility modules of SAP for a Large Eastern Electric and Gas Utility consisting of Six Utility Companies

- This four year effort included the implementation of the SAP back office modules (FI/CO, AM, FERC, TR, MM, HR, PY, CATS, PS, ECCS, WF and BW,) in five of the companies; the implementation of Work Management and sales and distribution modules (PM, SD, CUM, MAM and TE) with compatible units in five of the companies; and the implementation of Customer Care modules (ISU-CCS, CRM, Outage and MAU) in two of the companies.
- For each of the three phases Quintel-MC developed an overall business case that was approved by the board prior to project "kick-off. Quintel-MC was required to drive the savings.
- Quintel's responsibilities included managing client project staff and managing any staff reductions identified in the business case. In addition, Quintel was responsible for establishing and managing the IT Infrastructure required for implementation of the various SAP modules. This included developing the hardware , software and services specifications for the RFP process and negotiating contracts. Quintel had all BASIS responsibilities.

### Key Project Highlights:

#### Data Conversion

- Quintel converted legacy data from five operating companies with five different legacy systems.
- Over 1,900,000 asset records; 7,000 employee records; 16,500,000 equipment records; 15,000 Compatible Units; 1,000,000 customers; and, 2,000,000 meters/devices

#### Interface Development

- Quintel eliminated 156 out of 242 legacy applications and developed 229 interfaces.

#### Integration and Stress Testing

- Quintel managed and participated in the completion of integration and stress testing 75,000 regulatory scenarios.

#### Training and Change Management

- Quintel utilized a combination of Quintel resources and company resources to develop 150 training courses and 1,007 training sessions for 5,610 end users.

#### Back Office Implementation

- Developed new, standard general ledger and new materials stock numbers across the five operating companies.
- Reconciled all assets for the operating companies and developed new standard "mass asset" process for each of the companies.
- Standardized time reporting, budgeting, asset retirement and unitization and work order costing across all operating companies.

#### Work Management, SD and Mobile Data Implementation (T&D Inspections)

- Designed and Developed the Compatible Unit module for integration with PM with SAP. Quintel conducted the first implementation of this module in the world.
- Designed, developed and implemented a joint use billing SAP program that tightly integrates PM and SD modules.
- Designed, developed and implemented workflow and SAP programs to tie equipment records to assets for reconciliation and automatically create associated equipment records and unitized/retire assets for the equipment in the work order.
- Customized Mobile Data JAVA screens to support inspection work orders.

#### CCS and Mobile Data Implementation (Outage and Service Orders)

- Configured 351 billing rates categories and 3733 billing rates.
- Designed, developed and implemented retail access programs and workflows for EDI between the operating companies and Energy Services Companies (ESCO). These programs and workflows include switching automation, web posting of usage information including hourly and 15 minute interval data, and load forecasting.
- Designed, developed and implemented an SAP Electrical Outage Management System module to improve integration between ISU-CCS and PM modules and legacy GIS systems and IVR systems.
- Customized Mobile Data JAVA screens to support customer service orders (turn-on, meter test, etc.).
- Designed developed and implemented an SAP Scheduling system to assist supervisors in scheduling appointments and daily work, prioritize work, reassign work and measure productivity. This was the preferred option because of its accuracy and usability compared to external packages "bolt-on" solutions.

- **From its past project experiences, Quintel has identified a number of Critical Success Factors**
  - Platinum level consultants
  - Client Executive Management support
  - Key resources as part of the project team, with subject matter expert support
  - Tight Scope Management
  - Aggressive communication, Change Management and Training
  - Defined Change Management and Issue Resolution processes
  - Project Team Performance Metrics

- **Quintel brings several accelerators to SAP project phases**
  - Project Charter with suggested metrics, processes and programs
  - Preconfigured business processes, flow charts, and SAP BPPs
  - Sandbox configuration
  - System Architecture test specifications, ideas and performance tests
  - Interfaces, user exits and performance measurement ABAP programs
  - Integration test scripts
  - Training materials

- ***Quintel has successfully implemented fourteen SAP projects in the last six years, all of them on schedule and under budget***
- Quintel provides strong project management skills to control costs and project scope and to ensure that all project timelines and budgets are met
- Quintel has a proven approach for SAP implementations, including a day by day schedule
- Quintel has created intellectual capital, used in conjunction with Solution Manager, for utility business processes, process flow charts, SAP roles and training material
- Quintel has developed unique utility SAP solutions for joint billing and asset unitization and retirement. These solutions increase the business benefits of an SAP implementation by reducing manpower requirements and the need for additional “bolt-on” systems

- Quintel focuses on your business outcomes
- Quintel has developed a Post Go Live Support Solution for managing billing accuracy, billing implausibles and call center operations to ensure that companies capture the benefits of their CRM and CRB implementations
- Quintel team members have the most recent experience with SAP for utilities in the US
- Quintel is one of the few companies that has implemented all the modules of SAP for Utilities at a single site
- Quintel has a proven track record of creating a best in class project team and implementing projects successfully
- Quintel has existing strategies for obtaining and retaining key personnel with SAP experience
- Quintel has experience in implementing SAP with customers who have a limited availability of resources to dedicate to the implementation project

For more information regarding Quintel, our services, our team, our qualifications and our references please contact:

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