



**“Our field service organization is an integral part of American Water. Anexinet successfully reduced our field service system’s reporting response by 99%. This was a tremendous opportunity to create additional reporting functionality and information visibility, which increased value to our users. Our investment was in good hands with Anexinet.”**

– Manager of Business Systems

## American Water Improves Customer Service Visibility with Anexinet’s BI Solution

### The Challenge

American Water sought to upgrade the system its field service organization uses to book, schedule, dispatch, and manage customer service work orders—approximately 155,000 work orders per month. Known internally as “Service First,” the system was developed by a third-party using an Oracle non-relational database and Cognos-based reporting. American Water wanted the system converted to utilize Microsoft’s full Business Intelligence Suite.

### The Solution

American Water engaged Anexinet to design and develop:

- A relational data mart
- Data migration from Oracle to a SQL Server database—extract, transform and load (ETL) utilizing SQL Server Integration Services (SSIS)
- Multi-dimensional analysis cubes utilizing SQL Server Analysis Services (SSAS)
- Reporting against both the SSAS set of cubes and the relational data mart utilizing SQL Server Reporting Services (SSRS)
- Conversion of Cognos OLAP cubes and reports “as is” to the Microsoft BI Suite

Based on Anexinet’s recommendations, the initial project scope to transition the entire company to the upgraded system at one time was changed to a phased implementation, which was safer for business continuity. Anexinet also recommended additional reporting enhancements to improve information visibility, field service performance and end-user acceptance.

Anexinet’s experts in relational data modeling, multi-dimensional data modeling, and ETL and reporting—all with thorough knowledge of SQL Server—created a system for mapping tables to support importing data from the old and new versions of “Service First” into a single, combined SQL Server database. Once all five years of historical data was loaded, the Cognos reports were no longer needed. Daily ETL jobs now process data into the database and update the Analysis Services cubes. Anexinet also provided training in Microsoft Excel for ad hoc reporting against the Analysis Services cubes. PowerPivot will also be available to American Water once the company upgrades to Microsoft Office 2010.

### The Benefits

The Anexinet solution enabled American Water to reduce the Service First system’s response times by 99%—from up to 30 minutes to seconds and at most two minutes depending on the report. User acceptance was tremendous due to the system’s improved speed and information visibility. This included Field Service Coordinators to schedule appointments, Field Service Representatives to receive and update work orders using wireless devices, and Customer Service Representatives at call centers to respond efficiently to customer inquiries.



## AMERICAN WATER

Founded in 1886, **American Water (NYSE: AWK)** is the largest investor-owned water and wastewater utility company in the United States, serving approximately 16 million people in more than 1,600 communities in the US and Canada. Headquartered in Voorhees, New Jersey, American Water employs more than 7,000 people through its wholly owned subsidiaries to provide reliable drinking water, safe and effect wastewater treatment and release, and other water-related management services.

Products and trademarks referred to are property of their respective owners.

[ANEXINET.COM](http://ANEXINET.COM)