



CUSTOMER TESTIMONIAL: Migration

American States Water Company

- Provider of water service to more than 1 million people in 75 communities throughout the state of California
- Contracts with various municipalities in California and Arizona to provide services to an additional 90,000 customers
- Headquartered in San Dimas, California

American States Water Company Makes the Move to OneWorld®

Business Driver: Cutting Edge Technology

For American States Water Company, utilizing the latest technology is a priority. A WorldSoftware™ customer since January 1995, the company needed additional capabilities and functionality to carry out tasks more efficiently and better serve its customers.

“OneWorld utilizes the latest technologies, including the Internet, data warehousing, and workflow management. All of these are important to future projects within our organization,” said Wanna VanCuren, J.D. Edwards Specialist at Southern California Water Company.

One such project is Equipment Maintenance Management, a OneWorld application that will facilitate routing, scheduling, expediting, messaging, approval, and inventory commitment based on status definitions for each state in the life of a work order. For American States Water, migrating to OneWorld represented an opportunity to function efficiently and be cost effective to serve its customers using the latest technology.

BUSINESS DRIVERS

- Streamline work order process and approvals
- Capitalize on latest collaborative technologies
- Incorporate data warehousing functionality
- Serve customers more effectively
- Maximize workflow process

Expected Results: Flexibility and Streamlined Processes

For American States Water Company, migrating to OneWorld has enabled the company to take advantage of the latest technology. In fact, American States Water is already realizing a return on its continued investment in J.D. Edwards solutions.

EXPECTED RESULTS

- Streamlined paper-based requisition process
- Integrated, online workflow system
- Enhanced user satisfaction

“OneWorld is more flexible for our end users, who really like the look and feel of the software,” said VanCuren.

In addition, OneWorld has enabled the company to replace its paper-based requisition system with an integrated, online system. And these benefits are only the beginning; American States Water expects to reap additional business benefits when it implements OneWorld Equipment Maintenance Management and Human Resources applications.

How American States Water Company is Getting There: Coexistence

American States Water chose coexistence as its migration strategy, a method that allowed the company to continue using WorldSoftware as its users gained experience with OneWorld.

To support its migration, American States Water called upon many internal and external teams to ensure the project would succeed. In addition to an executive committee — which oversaw the entire project — the company designated a project lead to coordinate the resources and planning, and monitor success. The resources were divided into teams that focused on technical issues, financial applications, and distribution applications. Prior to implementing OneWorld, the company invested in technical and application training for its IT staff and users.

HOW AMERICAN STATES WATER IS GETTING THERE

- Coexistence: Financial and Distribution applications
- Enterprise server: IBM iSeries
- Deployment server: Compaq NT
- Citrix servers for remote access: Compaq NT
- Workstations: IBM-compatible NT

In early 2001, American States Water went live on all Financial and Distribution applications in a coexistent environment. This initial migration phase lasted six months, during which time users made the gradual shift from WorldSoftware to OneWorld.

Future: Continuing the Journey

Moving forward, American States Water plans to take full advantage of OneWorld's advanced features and functionality, including reporting capabilities and specialized applications.

"Now that our users are comfortable using OneWorld, we're very excited about adding new applications that will enable us to serve our customers even better," said VanCuren.

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One or more U.S. Patent Applications are pending for inventions used in the production of OneWorld.