

Mobile Order Management: Using GuiXT and ABAP

Host Speakers:

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Customer Speaker:

Tony Vernon, Fairfax Water

Agenda

- GuiXT by Synactive
- Brief Description of Water Utility Companies
 - Using GuiXT to improve SAP
- Customer Introduction
 - Tony Vernon, Fairfax Water
 - Business Process Analyst
- Questions & Answers

Simplify, Clarify, and Optimize SAP

- GuiXT Technology
 - Embedded in SAP
 - Certified by SAP for NetWeaver Portals
 - No backend code changes
- Benefits
 - Faster SAP Data Entry
 - Input sets automatically fill in common information in SAP fields
 - Set default values
 - Less manual entry for users means fewer mistakes
 - Streamline business processes, remove unwanted fields, and consolidate screen tabs



Water Utilities Industry

- Cost to Improve Existing System
 - EPA estimates \$390 billion
 - Update / replace over the next 20 years
 - Build new systems to meet increasing demand
- Increasing Complexity of Water Management
 - EPA continuously updates regulations on water quality and safety
 - Waste water treatment, storm water management, water reuse and desalination systems

Water Utility Customers

- Case Study I
 - Provides water to more than 400,000 individuals
 - Owns nearly 3,000 miles of transmission and distribution mains
 - Covers a service area of more than 270 square miles
- Case Study II
 - Public agency in Northern California
 - Provides drinking water to 170,000 customers
 - Most of the water comes from rainfall runoff flowing off a watershed

Case Study I

Utility Provides Water to More than 400,000 Individuals

- Module: Investment Management
 - Transactions:
 - Project Builder: CJ20N –
 - Project builder is used to manage projects that require detailed planning of activities and resources.

Case Study I

Customer Challenges

- Reports built outside project builder
- Multiple processes, screens, and transactions required to build reports
- Time necessary to complete transactions increases, leads to low productivity

GuiXT Solution

- Project builder process is simplified using GuiXT
- Report creation now done by the click of a button on the project builder screen
- Navigation to other screens and transactions to create reports not necessary

The screenshot displays an SAP project management interface. At the top, the 'Identification and view selection' section shows 'Project Def. #' as 'MC-07037' and 'Proj. Location' as '58th terr & Switzer, Colton Lake South'. Below this, the 'Basic data' section is active, showing 'System Status' as 'REL' and 'User status' as '070'. A 'Status Details' button is visible. To the right, a vertical list of action buttons includes 'CREATE PROJECT ORDER', 'LIST ORDERS', 'RUN ZPA REPORT', 'DETAILED ACTUALS', 'LIST PURCH. DOCUMENTS', and 'MIGO PROJ. POS'. The 'Responsibilities' section shows 'Person Respons.' as '656' and 'Applicant no.' as a blank field. The 'Dates' section shows 'Start date' as '09/18/2007' and 'Finish date' as a blank field. The bottom right corner of the interface shows the user ID 'CJ20N'.

Case Study II

Water Utility Serves 170,000 in 47-Square Mile Area

- Modules: Plant Maintenance; Material Management
 - Transactions:
 - Create Notification: IW21
 - Create Work Order: IW31
 - Time Confirmation: IW41

Case Study II

Customer Challenge

- Users must navigate through multiple tabs and screens to fill in the required information
- Must memorize SAP terminology
- Many steps required to complete one request

GuiXT Solution

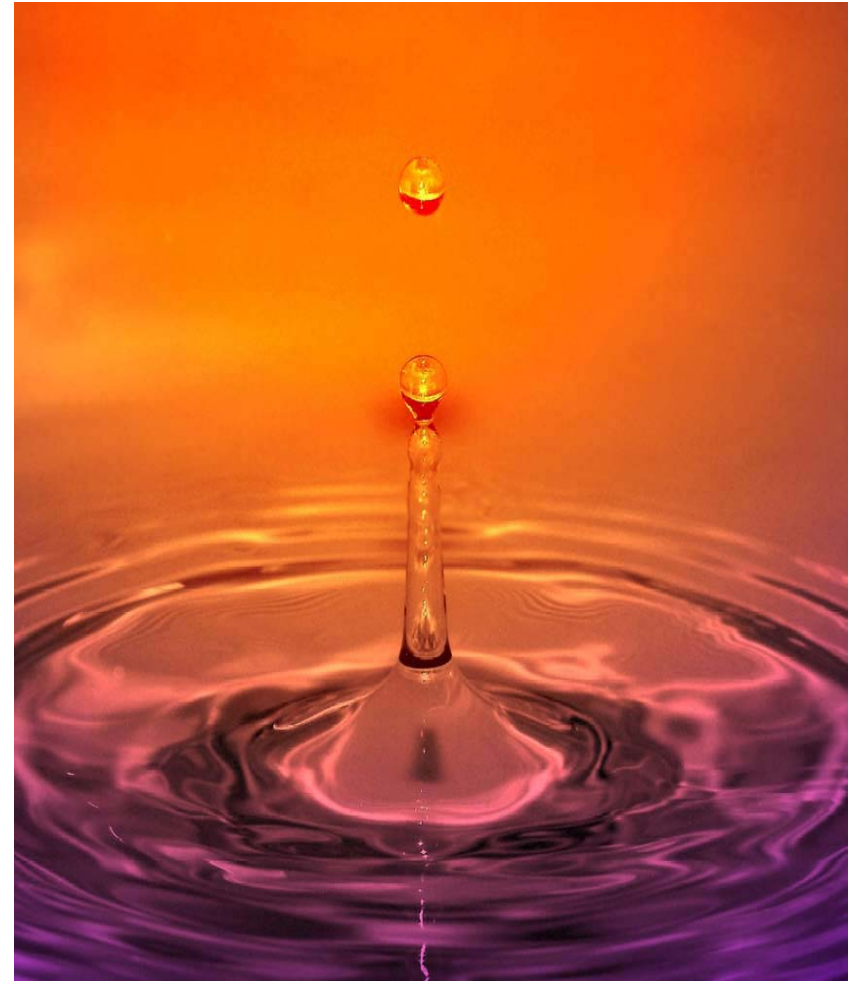
- Tabs are combined to eliminate unnecessary navigation
- Radio buttons created for *order type* selection
- Order creation, time log, material search, and goods issue of materials combined into one screen

The screenshot displays the 'Display Equipment: Equipment Selection' SAP web interface. It features a search form with the following fields and options:

- Equipment selection:** A tabbed interface.
- Equipment:** Input field with a search icon.
- Equipment description:** Input field with a search icon.
- Material:** Input field with a search icon.
- Serial number:** Input field with a search icon.
- Period:** Date range from 09/26/2002 to 09/26/2002.
- Meter number:** Input field with a 'GO' button.
- Street address:** Input field with a 'press ENTER' button.
- Location Selection:** A list of radio buttons for selecting a location:
 - Belvedere
 - Corte Madera
 - Fairfax
 - Forest Knolls
 - Greenbrae
 - Kentfield
 - Lagunitas
 - Larkspur
 - Marin City
 - Mill Valley
 - Novato
 - Ross
 - San Anselmo
 - San Quentin
 - San Rafael - Central
 - Marinwood, Santa Venetia, Terra Linda
 - Sausalito
 - Tiburon
 - Woodacre

About Fairfax Water

- Largest water utility in Virginia
- Approximately 1.5 million served
- AAA bond rating
- 400 employees



Our Decision

- SAP's Mobile Asset Management (Utilities) tool is powerful but challenging to implement and maintain
 - Requires Dev, QA and and Production boxes
 - Probably requires a dedicated FTE
 - Too much for a 400 person organization
- 3rd party tools an option -
 - May require high levels of maintenance and initial consulting investment
- Fairfax Water decided on hybrid ABAP / GuiXT approach
 - Reduce cost
 - Keep much development work in-house
 - Ease of maintenance
 - Potential use of GuiXT for other SAP modules

Our Solution

- Some ABAP required for our solution
 - More so for IS-Utilities work – move-in, move-out, device management
 - Previously handled by workflows, not native transactions
- GuiXT provided much of the screen logical flow
- GuiXT screen “painting” simplified and customized screens
 - Valuable in heavily modified screens such as hydrant flushing notifications
- GuiXT coding can easily be maintained in-house
 - No elaborate training required

Architecture

- Users running SAP ECC 6.0 real-time
 - GuiXT scripts run over SAP
 - GuiXT “paints” both custom and standard SAP screens
- Citrix is interface
 - Required careful configuration to work with GuiXT
- NetMotion used to preserve session in case of signal loss
- Verizon is wireless service provider
- Challenge during testing – what is causing the problem?
- Hardware – ToughBooks with touchscreen
 - Need access to other PC applications such as GIS
 - GuiXT offers small device solution – not best for us

Return on Investment

- Field and office no longer burdened by paper orders –
 - Approximately 90,000 annually
 - Paperwork no longer lost or delayed
- Office staff can provide immediate info to customers –
 - All processing is real-time in SAP
- Simple clerical activities to close orders not needed now
 - ~95% orders closed in field currently
 - One FTE freed up for other tasks
 - Other staff have more time for other tasks

Best Practices

- Carefully analyze all business processes
 - Found many ways to accomplish same task, resulting in problems for automated approach
- Bring in field staff for project
 - Input on look and feel of product invaluable
 - Result – high acceptance following go-live
 - Little or no reduction in completion time from paper process
- Test every permutation, then test again!
- Verify all parts of technology are working properly throughout service area
 - SAP, GuiXT, mobile provider, Citrix, etc.

Project History

- Split between Maintenance and Customer Service
- Maintenance project - 9 months
 - Go-live April 2009
 - More involved screen painting
 - Issues with Citrix, NetMotion resolved
- Customer Service project – 7 months
 - Go-live November 2009
 - More ABAP intensive due to IS-Utilities processing
- Approximately 3 month FTE consulting total on both projects
- Fairfax Water able to do significant GuiXT work on second phase

Lifecycle of an Order

- Order created and released by CSR
- Mobile worker starts order, status set to En-Route
- Arrives at work site, status set to On-site
- Completes physical work
- As necessary:
 - Creates notification
 - Creates sub-order
 - Suspends order
- Order is completed in Mobile
 - Status set to TECO if no supervisor action required

Entry Point for Mobile User – Order List

- ABAP Coding based on IW73
- GuiXT routing buttons added across top

Order List

Save Routing

View Order

En-Route

Exit

Refresh

S...	P	Order	Operation	Type	MAT	MAT Description	Work ctr	Status	Operation short text	ADC Map	Tax Map Number	Street with house number	Ci
1	4	5000121	0010	ZDCM	792	Repair Meter Box	2000-N	INIT	M01:REPAIR MTR BOX		FW-42-12-SVC	10507 ADEL RD	O/
2	3	15027290	0010	ZFS1	F03	Turn-off	1000-09	ONST	F03:TURN-OFF		091-3- -11-07-0045-	6256 TALIAFERRO WY	AL
3	3	15027325	0010	ZFS1	F03	Turn-off	1000-09	SUSP	F03:TURN-OFF	5522-F10	069-1-1-03-11-0095-11	9549 OLD CREEK DR	FA
4	3	15027362	0010	ZFS1	F02	Turn-on	1000-09	ONST	F02:TURN-ON		083-3- -02-01-0029-B	6018 NORTH KINGS HY	AL
	3	15027365	0010	ZFS1	F03	Turn-off	1000-09	ONST	F03:TURN-OFF		035-3- -05- -0308-	3708 BROOMSEDGE CT	FA
	3	15027472	0010	ZFS1	F25	Reread - Office	1000-09	ONST	F25:REREAD-OFFICE		006-3- -08-02-0047-	1109 SUGAR MAPLE LA	HE
	3	15027473	0010	ZFS1	F04	Tag Door - NonPay	1000-09	ONST	F04:TAG DOOR-NOPAY		058-4- -32- -0006-	4000 HUNTING PINES CT	FA
	3	15027540	0010	ZFS1	F26	Reread - Customer	1000-09	ONST	F26:REREAD-CUSTOMR		060-4- -19- -0011-	3904 FOREST GROVE DR	AN
	3	15027541	0010	ZFS1	F15	Mtr Change - Gen	1000-09	ONST	F15:Mtr Change - Gen		060-4- -19- -0011-	3904 FOREST GROVE DR	AN
	3	15027545	0010	ZFS1	F70	Noisy Pipes	1000-09	ONST	F70:NOISY PIPES		037-4- -16- -0055-	10018 CLEARFIELD AV	VII
	3	15027546	0010	ZMS1	S20	Misc Req	1000-09	SUSP	S20:MISC REQ		037-4- -16- -0055-	10018 CLEARFIELD AV	VII
	3	15027547	0010	ZFS1	F17	O/S Mtr Leak	1000-09	INIT	F17:O/S MTR LEAK		101-1- -05-07-0007-	4614 STEADMAN PL	AL
	3	15027585	0010	ZFS1	F14	MMP O/S Change	1000-09	SUSP	F14:MMP O/S Change		006-3- -08-02-0047-	1109 SUGAR MAPLE LA	HE
	3	15027587	0010	ZFS1	F14	MMP O/S Change	1000-09	SUSP	F14:MMP O/S Change		006-3- -08-02-0047-	1109 SUGAR MAPLE LA	HE
	3	15027588	0010	ZFS1	F61	Trim	1000-09	SUSP	F61:Trim		006-3- -08-02-0047-	1109 SUGAR MAPLE LA	HE
	3	15027605	0010	ZFS1	F25	Reread - Office	1000-09	SUSP	F25:REREAD-OFFICE		037-4- -16- -0055-	10018 CLEARFIELD AV	VII
998	3	15027327	0010	ZFS1	F03	Turn-off	1000-09	ONST	F03:TURN-OFF	5760-A6	107-4- -17- -0021-	7719 TEA TABLE DR	LC
998	3	15027364	0010	ZFS1	F03	Turn-off	1000-09	ONST	F03:TURN-OFF		049-3- -18- -0016-	8614 CRESTVIEW DR	FA

Order List continued

- Different button layout for field service users based on security role




Order List

Sort	P	Priority text	Order	Operation	Type	MAT	MAT Description	Work ctr	Status	Operation short text	ADC Map	Tax M:
	3	3: Medium	10617914	0010	ZFS1	F25	Reread - Office	1000-08	SUSP	F25:REREAD-OFFICE	5761-F4	079-2
			10617968	0010	ZDC1	F06	Delq Shutoff	1000-08	INIT	F06:DELQ SHUTOFF	5762-F4	081-3
			10618089	0010	ZDC1	F06	Delq Shutoff	1000-08	INIT	F06:DELQ SHUTOFF	5760-D4	078-3
			10618216	0010	ZDC1	F06	Delq Shutoff	1000-08	INIT	F06:DELQ SHUTOFF	5642-A7	054-4
	3	3: Medium	10618238	0010	ZFS1	F02	Turn-on	1000-08	SUSP	F02:TURN-ON	5403-H10	027-1
	3	3: Medium	10618276	0010	ZFS1	F03	Turn-off	1000-08	SUSP	F03:TURN-OFF	5522-H7	035-4
	3	3: Medium	10618282	0010	ZFS1	F01	Read/ Leave	1000-08	SUSP	F01:READ/LEAVE	5645-B6	059-3
	3	3: Medium	10618285	0010	ZFS1	F63	Leak Check	1000-08	ONST	F63:LEAK CHECK	5523-E3	026-4
	3	3: Medium	10618288	0010	ZFS1	F01	Read/ Leave	1000-08	SUSP	F01:READ/LEAVE	5644-F8	069-1
	3	3: Medium	10618290	0010	ZFS1	F03	Turn-off	1000-08	SUSP	F03:TURN-OFF	5877-B4	098-3
	3	3: Medium	10618295	0010	ZFS1	F03	Turn-off	1000-08	SUSP	F03:TURN-OFF	5644-K9	069-2
	3	3: Medium	10618296	0010	ZFS1	F03	Turn-off	1000-08	INIT	F03:TURN-OFF	5644-K9	069-2
	3	3: Medium	10618297	0010	ZFS1	F03	Turn-off	1000-08	SUSP	F03:TURN-OFF	5644-K9	069-2
	3	3: Medium	10618300	0010	ZFS1	F91	Possible Frozen Meter	1000-08	INIT	F91:POSS FRZN MTR	5876-H3	097-4
	3	3-Medium	10618303	0010	ZDC1	F06	Delq Shutoff	1000-08	INIT	F06:DELQ SHUTOFF	5522-E8	035-3
	3	3: Medium	10618304	0010	ZFS1	F09	TBO	1000-08	INIT	F09:TBO	5522-E8	035-3
	3	3: Medium	10618307	0010	ZMS1	S09	Low Consump - I/S meter	1000-08	INIT	S09:LOW I/S METER	5522-C9	044-2
	3	3: Medium	10618310	0010	ZFS1	F27	Low O/S Meter	1000-08	INIT	F27:LOW O/S METER	5523-H2	027-3
	3	3: Medium	10618311	0010	ZMS1	S09	Low Consump - I/S meter	1000-08	INIT	S09:LOW I/S METER	5523-H2	027-3
	3	3: Medium	10618317	0010	ZFS1	F62	Emergency Shut-Off	1000-08	SUSP	F62:EMER SHUT/OFF	5876-H3	097-4

Large Address Screen


<input type="button" value="Suspend"/> <input type="button" value="Execute"/>	
Order Number	000015027545 0010
Type/Act Type	ZFS1 / F70 Noisy Pipes
Description	F70:NOISY PIPES
Customer Name	CHARLES W VERNON
Street Address	10018 CLEARFIELD AV
City	VIENNA
ADC Map	
Tax Map	037-4- -16- -0055-
Phone Number	7032810738

Order Details

Contract Acct	000302228283	 Suspend	 Execute
Name 1	CHARLES W VERNON		
Street with house no	10018 CLEARFIELD AV		
City	VIENNA		
Telephone	[REDACTED]		
		 Create Notif.	

Order	000015027605 0010	Date Req	03/22/2010
Description	F25:REREAD-OFFICE	Type/Act Type	ZFS1 / F25
Priority	3 3: Medium	Created by/Date	AVERNON 03/22/2010

--	--

MR unit	8402	Tax Map Number	037-4- -16- -0055-
Inst. type	1 Single Family	Rate category	5 Water and Sewer
Installation	0001228355	Tap Number	0000109140
Grid Number	2 M 11 R DR RSI	Location	1468334
Location Addition		Description	
Disconnection Stat	 Device is not blocked	ADC Map	
Location Supplement		Supp Guarantee	4

Meter Reading

- Calculator keypad entry one of many script examples provided by Synactive on website
- Underlying screen without buttons entirely ABAP

The screenshot shows an SAP GUI window titled "Off Cycle Meter Reading". The window contains a data entry form with the following fields:

- Contract Acct: 000302228283
- Partner: 0001211248
- Name 1: CHARLES W VERNON
- Street with house no: 10018 CLEARFIELD AV
- City: VIENNA
- Telephone: [REDACTED]
- Meter - 1 Reading - 1: 1235
- Serial number: 9144560038
- Meter Detail: 1
- Register to enter: 1
- Register Group: KY4XX
- Dev Cat: SEN_SIN_058_000

Below the form is a table for "Meter Readings":

Date	Reg	Reading	Usage	Reason	Note
03/22/2010	1	1235		09	

At the bottom, there is a table for "Previous Meter Readings":

Date	Reg	Reading	Usage	Reason	Note
11/05/2009	1	0	0	21	

A calculator keypad is overlaid on the right side of the form, with buttons for digits 0-9, a "Back" button, and a "Clear" button. The "Execute" and "Suspend" buttons are visible on the right side of the window.

Meter Replace

- 1 of several execution options – driven by PM Activity Type

Contract Acct	<input type="text" value="000300935533"/>	Partner	<input type="text" value="0001072012"/>	<div style="border: 1px solid #ccc; background-color: #fff; padding: 5px; margin-bottom: 5px; text-align: center;"> ✔ Execute </div> <div style="border: 1px solid #ccc; background-color: #fff; padding: 5px; text-align: center;"> f Suspend </div>
Name 1	<input type="text" value="CAROL KELLEY"/>			
Street with house no	<input type="text" value="1206 I ST"/>			
City	<input type="text" value="ALEXANDRIA"/>			
Telephone	<input type="text"/>			

Old			
Device	<input type="text" value="8109937"/>	Dev cat	<input type="text" value="HER_SIN_058_034"/>
MR recorded	<input type="checkbox"/>	Notes	<input type="checkbox"/>
Register 1	<input type="text" value=""/>		1

Previous Meter Readings					
Date	Reg	Reading	Usage	Reason	Note
08/26/2009	1	<input type="text" value="136"/>	42	01	<input type="text"/>
05/27/2009	1	<input type="text" value="94"/>	40	01	<input type="text"/>
02/26/2009	1	<input type="text" value="54"/>	37	01	<input type="text"/>
11/24/2008	1	<input type="text" value="17"/>	17	01	<input type="text"/>

New			
Device	<input type="text"/>	Dev cat	<input type="text"/>
MR recorded	<input type="checkbox"/>	Notes	<input type="checkbox"/>
Register 1	<input type="text"/>		1
Register 2	<input type="text"/>		2
Register 3	<input type="text"/>		3

Completion screen – Customer Service

- IW33 source screen, heavily modified:

Order	ZFS1 15027605 0010	Date Req.	03/22/2010	Name	CHARLES W VERNON
Description	F25: REREAD - OFFICE	Created By	AVERNON	Street	10018 CLEARFIELD AV
Priority	3 3: Medium	Main Work Ctr	1000-09 / 1000	City	VIENNA
Type/Act Type	F25 Reread - Office	Notification		FL	1468334
				Eqp	10297156

- Standard SAP:

Order: ZFS1 15027605 F25:REREAD-OFFICE

F25: REREAD-OFFICE

Sys.Status REL MANC NMAT

HeaderData Operations Components Costs Partner Objects Addit. Data Location Planning Control

Cust. address Order address Obj. address

Sold-to party 1211248 CHARLES W VERNON

Street/Hse No. 10018 CLEARFIELD AV


Location 22181-5315 VIENNA US VA

Telephone [REDACTED] Fax [REDACTED]

PartnerTimeZone 03/22/2010 16:51:10 EST

Suspend

- Allows user to indicate work could not be completed
- User may enter comments and/or a user status indicating why work could not be completed
- Returns user to Order List to proceed with next order

 Suspending order 000010618238. Please wait...



Order ZFS1 10618238 F02:TURN-ON

F02:TURN-ON
Car parked over meter box

I

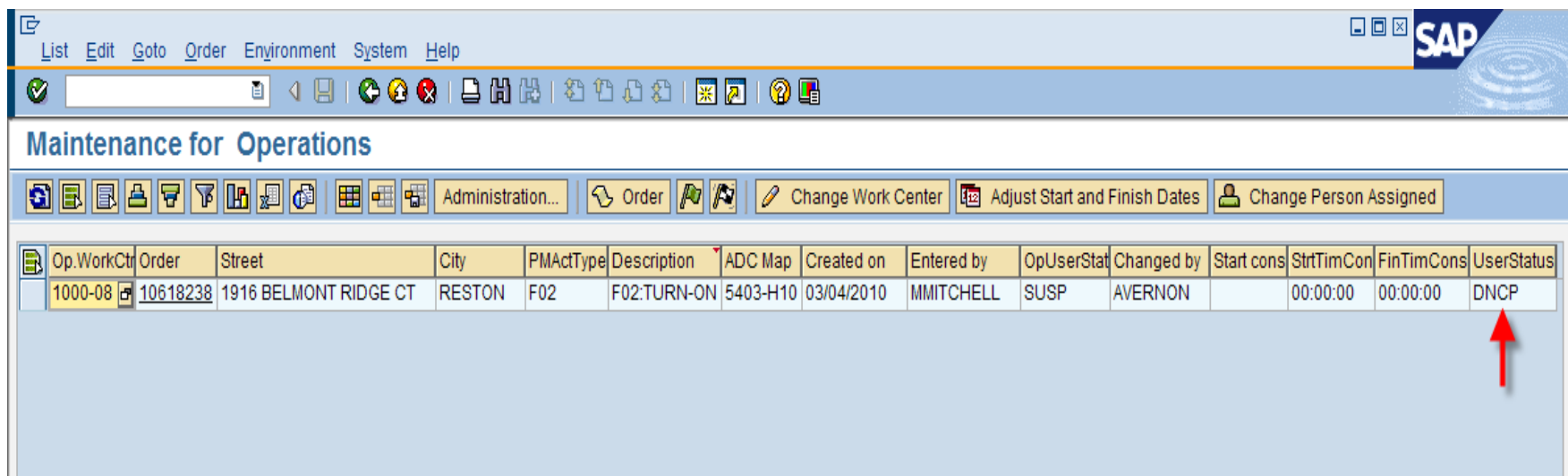
Status

Status w/o status no.

<input type="checkbox"/>	NATD Tagged Door	
<input type="checkbox"/>	MNT Sent to Maintenance	
<input type="checkbox"/>	FLUP Follow Up Required	
<input checked="" type="checkbox"/>	DNCP Did Not Complete	
<input type="checkbox"/>	TAP Tap Order Requested	
<input type="checkbox"/>	SSTL Sent Sample to Lab	

Suspend continued

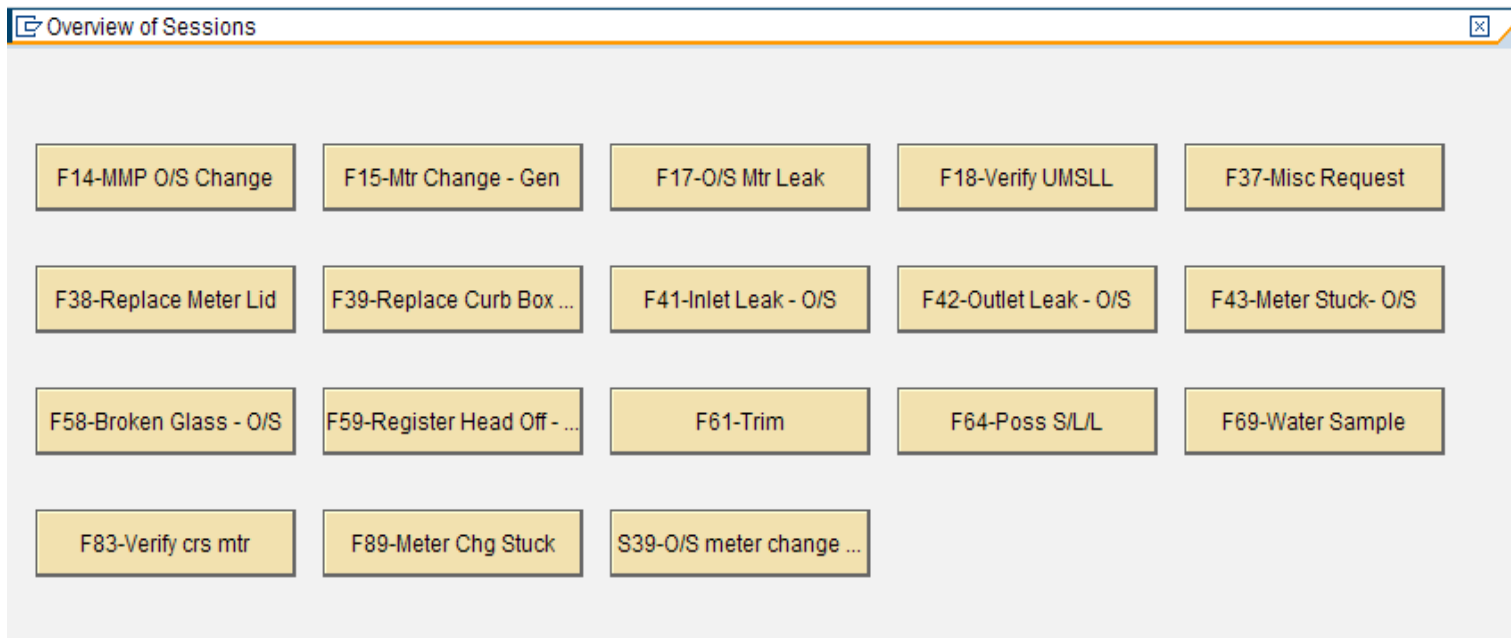
- Allows supervisor easy view of why order is not completed



Op.WorkCtr	Order	Street	City	PMAcType	Description	ADC Map	Created on	Entered by	OpUserStat	Changed by	Start cons	StrtTimCon	FinTimCons	UserStatus
1000-08	10618238	1916 BELMONT RIDGE CT	RESTON	F02	F02:TURN-ON	5403-H10	03/04/2010	MMITCHELL	SUSP	AVERNON		00:00:00	00:00:00	DNCP

Sub-Order selections

- GuiXT can open a new session
- Everything from session deleted first
- Custom tables called by RFC to determine sub-order options



Handling the new session in GuiXT

- GuiXT paints based on the SAP screen name, so 'if' statements needed to drive single screen for multiple purposes
- Part of script for buttons on previous slide:

```

if not V[EQUIP] and not V[z_ww3x_search=yes]
del P[generate]
del P[End Session]
del P[Continue]
  Set V[i] "1" // counts through all PM activity types for suborders
  Set V[n] "1" // counts through specific buttons to define columns
  Set V[rowid] "2"
  Set V[colid1] "2"
  Set V[colid2] "25"
  Set V[colid3] "48"
  Set V[colid4] "71"
  Set V[colid5] "94"

label NEXT_ROW
  if V[i<&V[row]]
    if V[z_ww36_subacttyp&V[i]]
      if V[z_ww36_main_ext&V[i]=main]
        Pushbutton (&V[rowid],&V[colid&V[n]]) "&V[z_ww36_subacttyp&V[i]]-&V[z_ww36_suborddesc&V[i]]"
          using zidx = "&V[i]"
          set V[n] &V[n] + "1"
        endif
      else
        goto READ_END
      endif
    endif
  endif

```

Notifications – Customer Service

- Fairfax Water uses notifications extensively in both Maintenance and Customer Service

Notification

Order: ZFS1 15027005 0010 Date Req.: 03/22/2010 Name: CHARLES W VERNON
 Description: P25 REREAD-OFFICE Created By: AVERNON Street: 10018 CLEARFIELD AV
 Priority: 3 3: Medium Main Work Ctr: 1000-09 / 1000 City: VIENNA
 Type/Ad Type: P25 Reread - Office FL: 1468334
 Equip: 10297156 5/8" SENSUS Single Re...

Notification: 300001562 Z1 Equipment: 10297156 Reported by: AVERNON
 Sold-to party: 1211249 CHARLES W VERNON Task code group:
 Functional loc: 1468334 Description: Task code:

Notes

Comments

- Entry of specific Task Code prompts user for new customer information

For Owner use Landlord entries. Use Mail address if different than service address.

New Customer Information

Landlord Name

Landlord Street

Landlord City

Landlord Zip Landlord Phone

Tenant Name

Mail Street

Mail City

Mail Zip Tenant Phone

Comments

Order Completion – Maintenance

Suspend

Complete

Order	ZDPM 50023622 0010	Date Req.	03/15/2010	Street	
Description	Flush Grod 040-1	Created By	MBROWN	City	
Priority	3 Preventive Maint.	Main Work Ctr	2000-N / 1000	FL	FW-41-66-HYD-040- ... Tax Map Quadrant
Type/Act Type	565 Flush Hydrant	Notification		Eqp	

Order Details

Notes

Flush Grod 040-1

Object List

Equip Structure List

Equipment History

Material List

Item	Op #	SOp	Work Ctr	Ctrl Key	Duration	Description	Notification
1	0010		2000-N	PM01	0.0	Flush Grod 040-1	
2							
3							
4							

Object List

↶ Back

Order	ZDPM 50023622 0010	Date Req.	03/15/2010	Street	
Description	Flush Grod 040-1	Created By	MBROWN	City	
Priority	3 Preventive Maint.	Main Work Ctr	2000-N / 1000	FL	FW-41-66-HYD-040-... Tax Map Quadrant
Type/Act Type	565 Flush Hydrant	Notification		Eqp	

Object List

Notes

Flush Grod 040-1

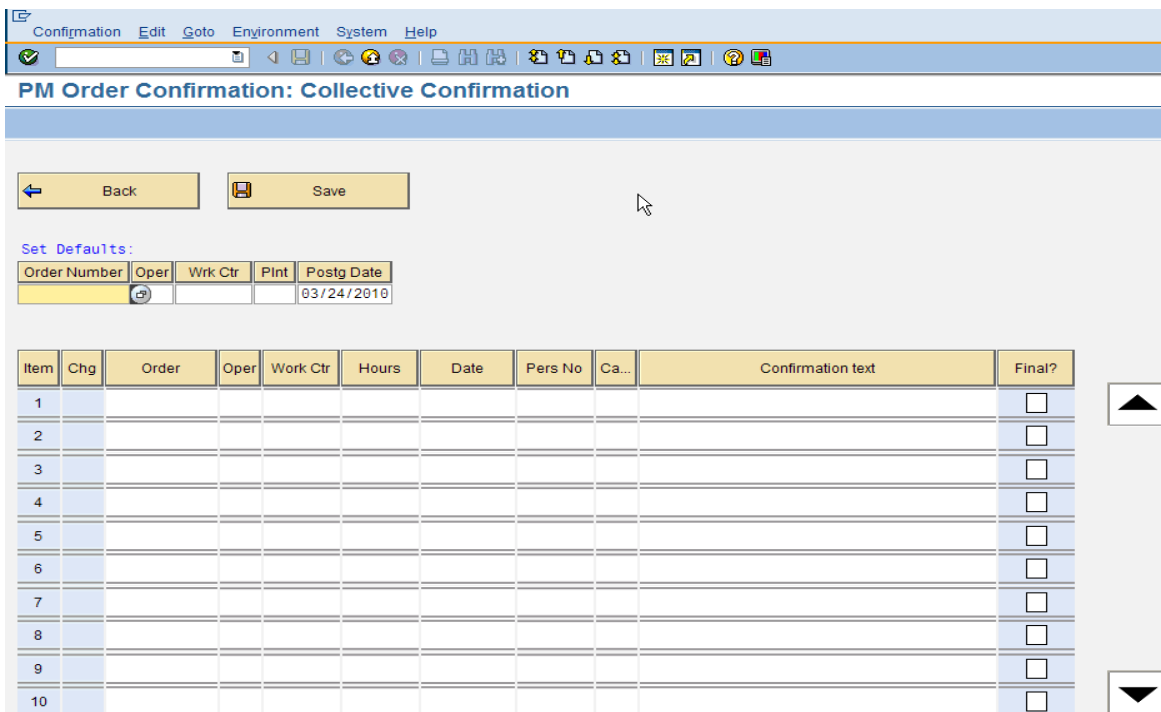
Item	Sort	Equipment	Description - click to search	FL	Description	.	Notification
1		303993	Hydrant 040-001-001	W-41-66-HYD-040-001-00	Hydrant Number		20060068
2		328670	Hydrant 040-001-002	W-41-66-HYD-040-001-00	Hydrant Number		20060069
3		328671	Hydrant 040-001-003	W-41-66-HYD-040-001-00	Hydrant Number		20060070
4		328672	Hydrant 040-001-004	W-41-66-HYD-040-001-00	Hydrant Number		20060071

▲

▼

Completion Confirmation

- Crew Chief enters time for all workers on order
- Integrated with ESS for time entry by worker (custom)



PM Order Confirmation: Collective Confirmation

Back Save

Set Defaults:

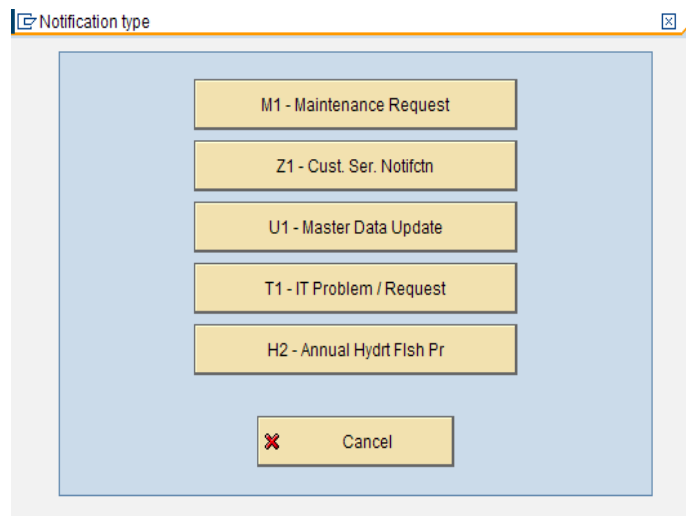
Order Number	Oper	Wrk Ctr	Pint	Postg Date
				03/24/2010

Item	Chg	Order	Oper	Work Ctr	Hours	Date	Pers No	Ca...	Confirmation text	Final?
1										<input type="checkbox"/>
2										<input type="checkbox"/>
3										<input type="checkbox"/>
4										<input type="checkbox"/>
5										<input type="checkbox"/>
6										<input type="checkbox"/>
7										<input type="checkbox"/>
8										<input type="checkbox"/>
9										<input type="checkbox"/>
10										<input type="checkbox"/>

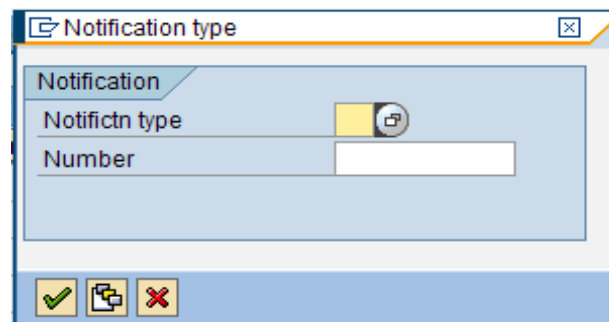
Notification selection pop-up

- Possible to create buttons for multiple entries


GuiXT:



Standard SAP:



Hydrant Flushing Notification

 **Create PM Notification: Annual Hydrt Fish Pr**

Fire Flow Test

Order: ZDPM 50023622 0010 Date Req: 03/15/2010
 Description: Flush Grod 040-1 Created By: MBROWN
 Priority: 3 Preventive Maint. Main Work Ctr: 2000-N / 1000
 Type/Act Type: 565 Flush Hydrant FL FW-41-66-HYD-040-... Tax Map Quadrant

Notif FL: FW-41-66-HYD-040-0 Notif Eqp: 304001 Notification: %0000000001 H2
 Reported by: AVERNON Description: Flush Grod 040-1

Act #	Catalog	Code	Description	Results for Code
1	HY-AN	010	Static Pressure (psi)	
2	HY-AN	020	Flow Pressure (psi)	
3	HY-AN	030	Nozzle Diameter (in)	
4	HY-AN	040	Duration (mins)	

Notes
 Flush Grod 040-1

Comments
 I

Supervisory Order Management

- Custom transaction based on IW37N created
- Supervisor can view status of orders easily in list format
- Work center changeable for multiple orders at a time
- Start and finish date / time adjustment used for inside meter work appointment setting
- Can release, Technically Complete orders

Maintenance for Operations

Administration... Order Change Work Center Adjust Start and Finish Dates Change Person Assigned

Op. WorkCtr	Description	Street	City	ADC Map	OpUserStat	Start constr.	StrTimCon	FinTimCons	UserStatus
1000-03	F03:TURN-OFF	2918 OAKBOROUGH SQ	OAKTON	5524-B9	CMPL		00:00:00	00:00:00	
1000-03	F03:TURN-OFF	2009 BLUE RIDGE CT	HERNDON	5402-E6			00:00:00	00:00:00	
1000-03	F03:TURN-OFF	7440 LEESBURG PI	FALLS CHURCH	5525-H6			00:00:00	00:00:00	
1000-21	F03:TURN-OFF	7707 WOLFORD WY	LORTON	5877-G6			00:00:00	00:00:00	
1000-08	F01:READ/LEAVE	8476 SUGAR CREEK LA	SPRINGFIELD	5877-D4			00:00:00	00:00:00	
1000-03	F03:TURN-OFF	3703 MAZEWOOD LA	FAIRFAX	5522-E7			00:00:00	00:00:00	
1000-03	F02:TURN-ON	3703 MAZEWOOD LA	FAIRFAX	5522-E7			00:00:00	00:00:00	
641-03	S17:RELO ROM/TP	4020 OLLEY LA	FAIRFAX	5644-H6		01/09/2010	00:00:00	00:00:00	
1000-03	F64:POSS SIL/L	4100 HAMLIN AV	CHANTILLY	5522-C9			00:00:00	00:00:00	
1000-03	F02:TURN-ON	13208 STONE HEATHER DR	HERNDON	5522-E4			00:00:00	00:00:00	
1000-03	F81:FLUSHING-LAB	3005 DOWER HOUSE DR	HERNDON	5522-J4			00:00:00	00:00:00	
1000-03	F03:TURN-OFF	5527 WINFORD CT	FAIRFAX	5760-D2			00:00:00	00:00:00	
1000-03	F02:TURN-ON	5527 WINFORD CT	FAIRFAX	5760-D2			00:00:00	00:00:00	
1000-03	F88:RERD+TIME+TAG	2410 PARKERS LA	ALEXANDRIA	5879-J2			00:00:00	00:00:00	
1000-03	F01:READ/LEAVE	5765 HEMING AV	SPRINGFIELD	5761-H3			00:00:00	00:00:00	

Sample GuiXT script (excerpt of order detail screen)

```
// Generated by Synactive Designer Version 2, 9, 173, 0
// Description:Edited by AVERNON

//include debug2.txt
if V[z_view_order=display_order_view]
  pushbutton (1,96) "@2M@Back" " /nzmob_order_list" size="(2,19)"
else
  pushbutton (0,96) "@15@Execute" "=EXECUTE" size="(2,19)"
  pushbutton (0,70) "@0S@Suspend" " process="iw33_suspend.txt" size="(2,19)"
  using iw33_susp = "&F[Order]"
  using iw33_susp_source = "ccs_detail"
endif
del P[Execute order]
del P[Suspend order]

set V[z_guar] "&F[Supp Guarantee]"
if V[z_guar>0] // pop-up in case of critical care
  message "Alert! Customer has a critical care flag on the account: \n &[Supp Guarantee] - &[S
endif

Set V[keypad_register] ""
// set variables for order completion screen

set V[z_iw33_initorder] "&F[Order]"
set V[z_iw33_createdby] "&F[Created by/Date]"
```

T

Key Learnings

- If MAM/MAU is too much for your organization, consider ABAP and GuiXT as a solution
- Carefully evaluate 3rd party options
 - Implementation effort and cost
 - Maintainability and flexibility – in-house vs. external
- Research processes thoroughly –
 - Different parts of the organization now forced into tighter integration due to automated solution
- Bring in at least one field staffer for life of project
- Test, test, test

**Thank You Very Much
For Your Time!**

Upcoming Webinar: GuiXT Access

Agenda

- Product overview
- Product demonstration
- Technical overview
- Q&A

Time & Date

- 10:00 AM (Pacific)
- September 15, 2010



Upcoming Events

SAP for UTILITIES

- **When:** September 19 – 22, 2010
- **Where:** Huntington Beach, CA
- **Booth#:** 25
- Registration / Details at:
www.sap-for-utilities.com



SAP for UTILITIES
north american conference



September 19 – 22, 2010 Hyatt Regency Huntington Beach, California

Questions & Answers

For More Information

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