



2019 -07- 23

REPORT TO: THE EXECUTIVE MAYOR AND MEMBERS OF THE MAYORAL COMMITTEE  
AND THE CORPORATE SERVICES PORTFOLIO COMMITTEE

LC22660 / 1

1. ITEM NUMBER MC 40/07/19

2. SUBJECT

FEEDBACK ON THE INTERNATIONAL TRIP BY ANNEMARIE GROENEWALD UNDERTAKEN FROM 2 TO 4 APRIL 2019 TO ATTEND THE INTERNATIONAL SAP CONFERENCE FOR UTILITIES IN MILAN, ITALY

ONDERWERP

TERUGVOERING OOR DIE BUITELANDSE REIS ONDERNEEM DEUR ANNEMARIE GROENEWALD VAN 2 TOT 4 APRIL 2019 OM DIE INTERNASIONALE SAP-KONFERENSIE OOR NUTSDIENSTE IN MILAAN, ITALIË BY TE WOON

ISIHLOKO

INGXELO EMALUNGA NOHAMBO OLUYA PHESHEYA OLUTHATYATHWE NGU-ANNEMARIE GROENEWALD UKUSUSELA NGOWE-2 UKUYA NGOWE-4 KUTSHAZIIMPUZI 2019 LOKUZIMASA INKOMFA YEHLABATHI YE-SAP EJOLISWE KWIINKONZO ZONCEDO EMILAN, E-ITALY

[LSU ref number: K4132]

3. EVENT SUMMARY

EVENT DETAILS	
CONFERENCE/SEMINAR	THE INTERNATIONAL SAP CONFERENCE FOR UTILITIES
OTHER	Presentation on Cape Town Story: Journey to Improve Field-to-System Alignment with Mobile Enablement
DATE	2 – 4 April 2019
VENUE	MILANO CONVENTION CENTRE
CITY	MILAN
COUNTRY	ITALY

Making progress possible. Together.

JMH  
13/10

ATTENDEE DETAILS	
NAME AND SURNAME	DESIGNATION
Annemarie Groenewald	HEAD: ERP REVENUE
PROVIDE SUMMARY OF HOST ORGANISATION / CITY	
<p>The event was hosted by SAP and TA Cook Events. SAP is the software partner of the City of Cape Town and TA Cook hosts a series of SAP events - designed to build communities by stimulating SAP professionals with similar interests and issues to talk, inspire, share and network. A significant component of the SAP implementation is SAP's Industry Solution for Utilities (SAP-ISU) used in the Revenue Processes of the City of Cape Town.</p>	

#### 4. OBJECTIVE

Miss Annemarie Groenewald, Head: Revenue SAP-ERP Support Centre has been invited to present Cape Town's success story on the mobility implementation: **Journey to Improve Field-to-System Alignment with Mobile Enablement**. She also will gain knowledge from other global cities and companies on their SAP journey.

#### 5. OUTCOMES

- ☐ - Partnership Agreement
- ☐ - Membership Agreement
- ☐ - Grants Agreement
- ☐ - Memorandum of Understanding
- ☐ - Statement of Intent
- ☒ - Other

This offered an opportunity to market the City as a leading municipality and utility organisation. The City's ERP programme continues to attract both local and international interest.

#### 6. ACTIONS REQUIRED

Information shared with ESC Management Team regarding lessons learnt from other companies on the SAP Hana Journey towards 2025.

JMH

## 7. IMPLICATIONS

- |     |  |  |                              |
|-----|--|--|------------------------------|
| 7.1 | Constitutional and Policy Implications | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| 7.2 | Environmental implications             | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| 7.3 | Financial Implications                 | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| 7.4 | Legal Implications                     | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| 7.5 | Staff Implications                     | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| 7.6 | Risk Implications                      | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |

## 8. RECOMMENDATIONS

Recommended that:

- a) the feedback report on the trip **THE INTERNATIONAL SAP CONFERENCE FOR UTILITIES** undertaken by Annemarie Groenewald on 2 - 4 April 2019 **be noted**.
- b) the report be referred to the Corporate Services Portfolio Committee for noting

Daar word aanbeveel dat:

- a) daar kennis geneem word van die terugvoeringsverslag oor die bywoning van die **Internasionale SAP-konferensie oor Nutsdienste** deur Annemarie Groenewald van 2 - 4 April 2019.
- b) die verslag na die Portefeuljekomitee oor Korporatiewe Dienste verwys word ter kennisname

## IZINDULULO

Kundululwe ukuba:

- a) **Makuqwalaselwe** ingxelo emalunga nohambo oluya phesheya lokuzimasa **INKOMFA YEHLABATHI YE-SAP EJOLISWE KWIINKONZO ZONCEDO** oluthatyathwe ngu-Annemarie Groenewald ukususela kowe-2 ukuya ngowe-4 kuTshaziimpuzi 2019.
- b) Ingxelo mayigqithiselwe kwiKomiti yeMicimbi yeeNkonzo zeZiko ukuze iqwalaselwe

## 9. GENERAL DISCUSSION

The attendance of this conference provides some useful information and lessons learned on SAP implementations done by other Utility companies. There was a lot of interest in the success story of the City of Cape Town and useful contacts were made for future interactions. Insights into the SAP Journey towards HANA and 2025 were also gained.

## 10. ANNEXURES

Presentation attached

### FOR FURTHER DETAILS, CONTACT:

DATE	11/4/2019		
NAME	Annemarie Groenewald	CONTACT NUMBER	021-4003203
E-MAIL ADDRESS	annemarie.groenewald@capetown.gov.za		
DIRECTORATE	IS&T	FILE REF No	
SIGNATURE :			



**EXECUTIVE DIRECTOR**

MR CRAIG KESSON

NAME

DATE

17/04/19

COMMENT:



**MANAGER: INTERNATIONAL RELATIONS**

DR. DENVER VAN SCHALKWYK

COMMENT:

22/05/2019

DATE

NOTED



**LEGAL COMPLIANCE**

☒ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

☐ NON-COMPLIANT

COMMENT:

NAME

TEL

DATE

Jean-Mari Holt

021 400 2753

08/07/2019

**Certified as legally compliant:** *JMH*  
**Based on the contents of the report.**

ACTING

CITY MANAGER

Mr ~~Lungelo Mbandazayo~~ K. T. JACOBY

DATE

July 2019



SUPPORTED FOR ONWARD SUBMISSION TO:

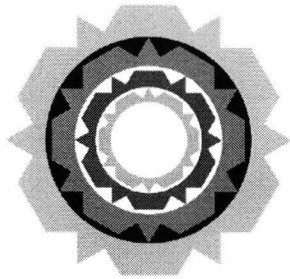
MAYCO ☐RELEVANT SECTION 79 OR 80 COMMITTEE ☐

NOT SUPPORTED



REFERRED BACK

COMMENT:



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## **Journey to Improve Field-to-System Alignment with Mobile Enablement**

Annemarie Groenewald – City of Cape Town Head ERP Revenue

**Making progress possible. Together.**

# Agenda

---

- City of Cape Town
- Problem Statement
- Business Drivers
- Solution Approach
- Benefits Realized
- Lessons learnt



City of Cape Town

---



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

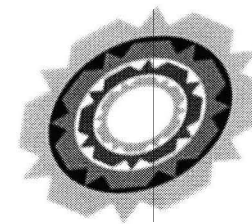




CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Who/What is the City of Cape Town?

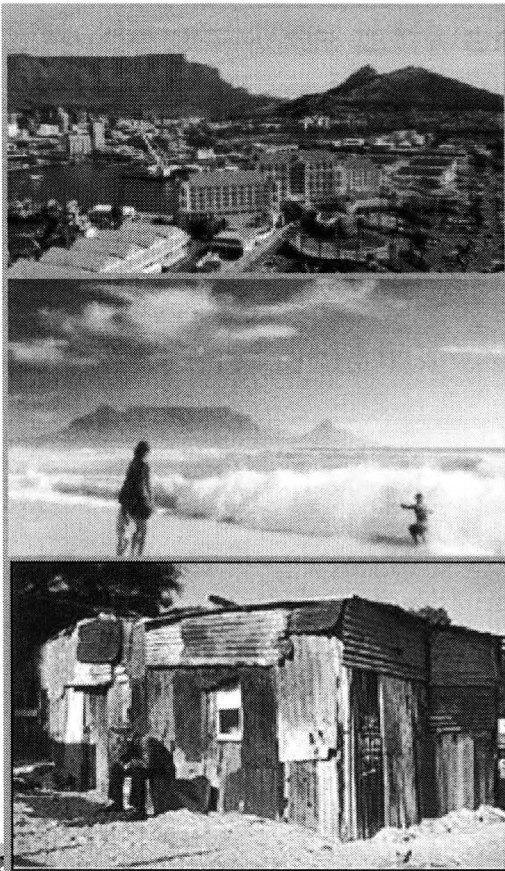
- It is an ecosystem providing a large array of infrastructure and services across very diverse lines of business. It is an organisation:
  - Consisting of 12 distinct divisions;
    - Office of the Executive and Deputy Mayor
    - Office of City Manager
    - Area Based Management
    - Directorate to the Mayor
    - Informal Settlements, Water & Waste Services
    - Energy
    - Transport and Urban Development Authority
    - Safety and Security
    - Social Services
    - Finance
    - Assets & Facilities Management
    - Corporate Services



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Who Are the City's Business Partners?

---



**The City deals with a diverse set of people and organisations across its different lines of business. These include but are not limited to :**

- Property Developers, Architects, and Conveyancers
- Beach, Street and Informal Traders
- Anyone wanting to consume electricity and water
- Anyone wanting information
- Visitors and Residents
- Anyone reporting a problem
- **The City has a diverse economy – we do it all ourselves**



## Statistics

---

• No of Connection Objects	907 414
• No of Water Devices	366 677
• No of WDM Devices	296 433
• No of Electricity Devices	115 410
• No of Prepaid Devices	542 462
• No of AMI Devices	6 128
• No of Invoices per month	1 115 806
• No of Business Partners	2 734 470
• Income per month	R2 499 857 (€156 735)
• Payment Ratio	96%

# Problem Statement

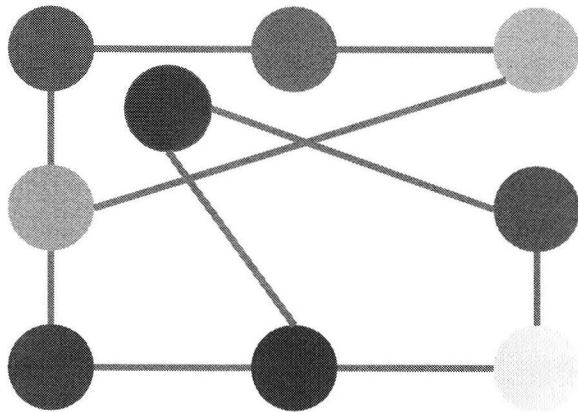
---



## Problem Statement

---

### Meter and SAP misalignment



“Delayed feedback of paper based field processes”

“Errors during manual capture of feedback”

“Increase in customer complaints”

“Duplication of effort across business units”

## Major Drivers for Change

---

- Improve the quality of data returned from field services
- Reduce the delay in updating the system with real world changes
- Minimise manual intervention and effort by automating tasks
- Improve the process efficiency and reduce costs (paper, printing, driving time etc.)



## Solution Approach

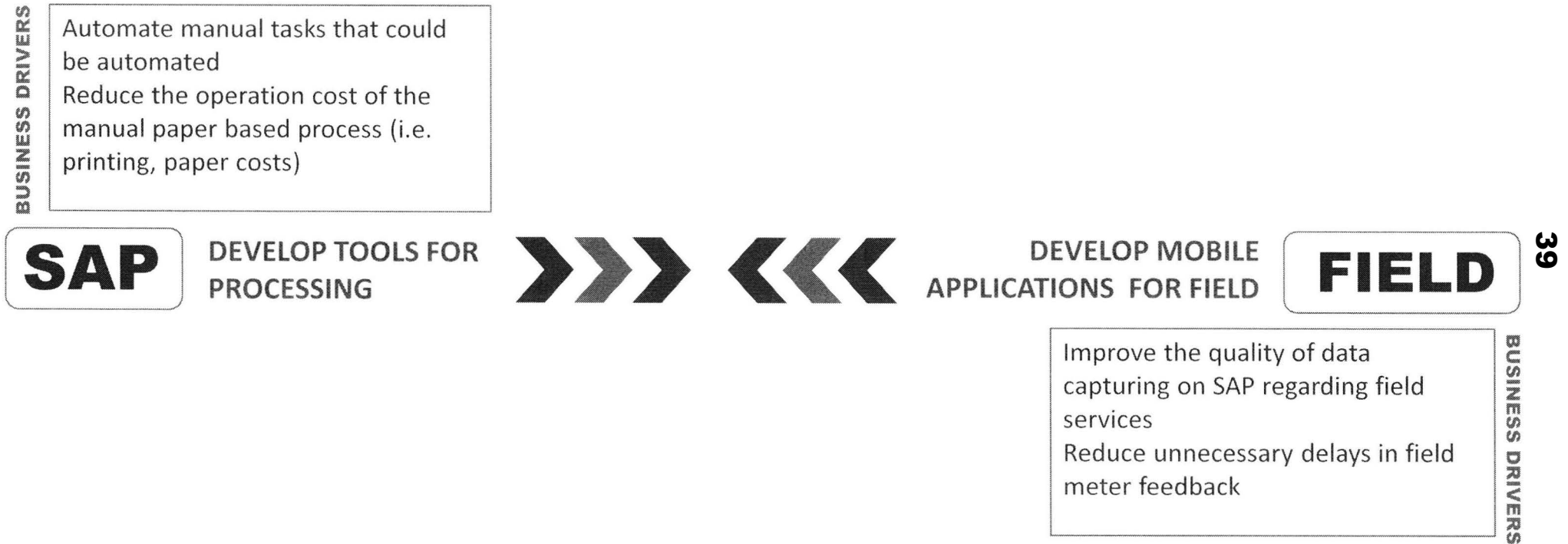
---



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

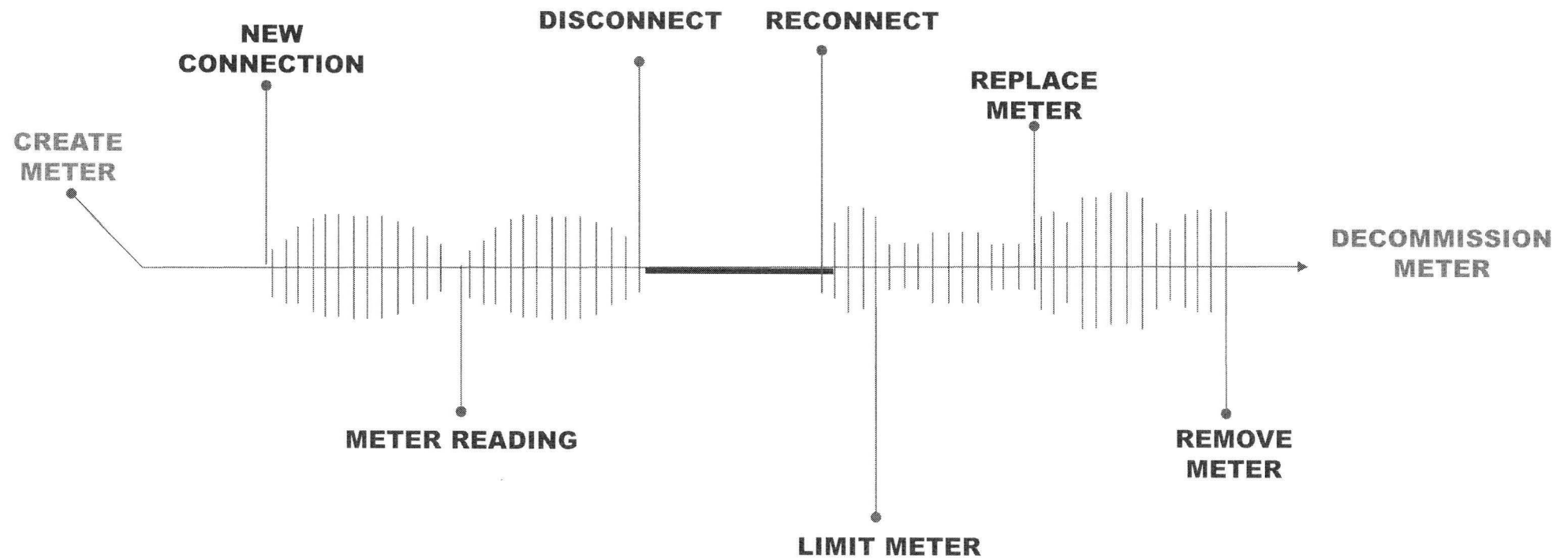
# Solution Approach

---

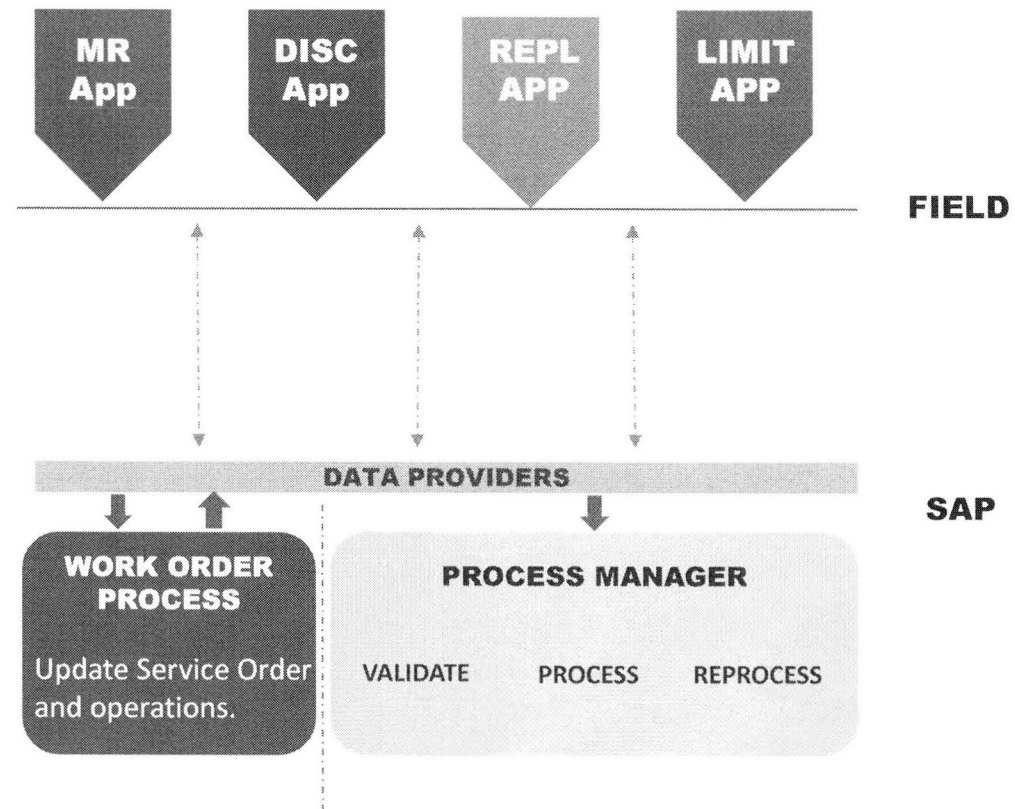


# Meter Life Cycle Mobile Apps

---



# SAP Automation





## Process Manager

---

### Perform Validations:

Field Activity Data

Meter Data

VALIDATE

### Update Master Data:

Automate background  
functions :Meter  
Replacement &  
Disconnection etc.

PROCESS

### Record Error Log:

Users are able to  
correct and reprocess  
records in Process  
Manager Tool

REPROCESSING



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Benefits Realized

---

## Benefits Realized

---

- **Near real time** representation of real world changes
- **Accurate master data capture** directly from the field
- **Automated update** of service/work orders
- **Central processing** for service/work order and **eliminates duplication** of effort
- Close to **real time** updates reduces the misalignment of SAP Backend and the field



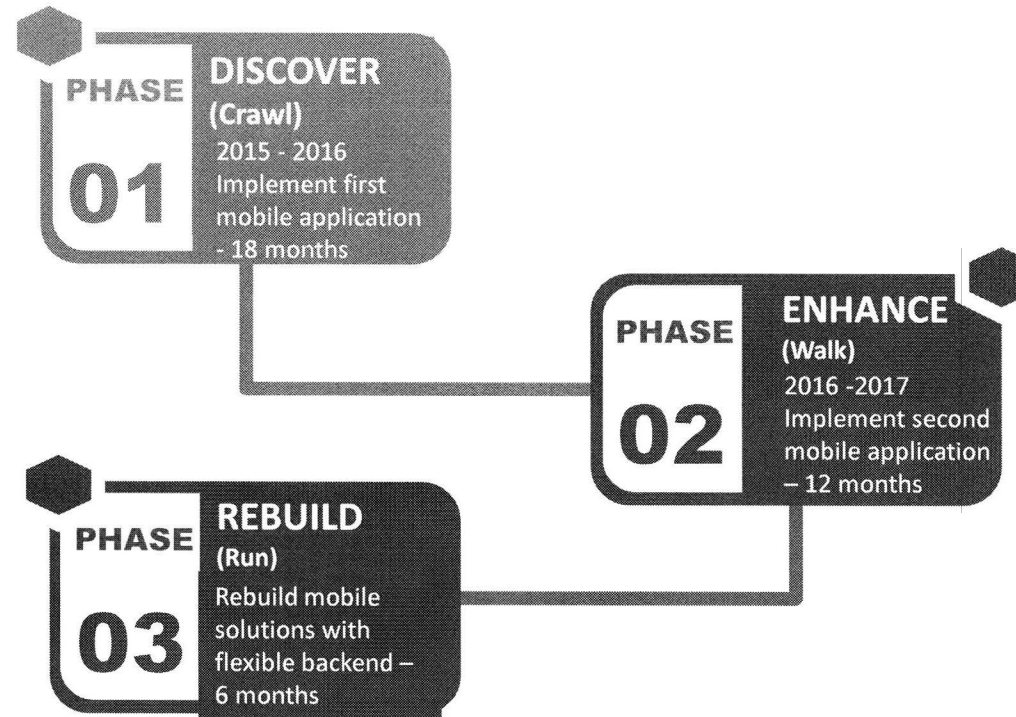
## Lessons learnt

---



# Mobility Application Roadmap

---

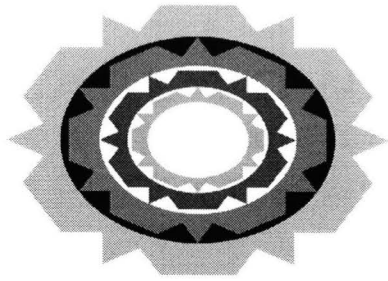


## Lessons Learnt

---

- **A mobile solution is not just a mobile app**
  - It is an extension and an enhancement of the process execution into the field
- **Reusable and flexible design framework**
  - Effort spend in building a flexible, reusable and componentized application framework is quickly rewarded with high speed-to-market of new applications and changing requirements
- **A Mobile Solution must be easy to use and intuitive**
  - An intuitive and simple user experience is essential to user adoption in the field as much as it is to efficient process execution
- **Gain as much real field experience as possible**
  - Working with field staff in daily operations is essential in understanding the operational challenges and requirements
- **Automation of manual admin functions**
  - Mobility offers significant opportunities to automate and improve process execution





**CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD**

**Thank You**

**For queries contact: [annemarie.groenewald@capetown.gov.za](mailto:annemarie.groenewald@capetown.gov.za)**