

Customer Profile

Infor LN enables growth and new opportunities at Amatola Water



Facts at a glance

Solution: ERP

Products: Infor™ LN

Industry: Public Sector

Country: South Africa

"Overall, the implementation was a great success, coming in on time and within budget, while still providing 99% of our original specific functionality requirements."

—Jason Flowerday, IT and Logistics Manager, Amatola Water

About the organization

Amatola Water is a state-owned, non-profit making business enterprise, formed in 1998 to serve as a multi-service, bulk water services provider. Its aim is to assist local government in the effective development and sustainable operation and maintenance of safe, reliable water supply and waste water services. With headquarters in East London in the Eastern Cape, Amatola Water owns 11 and operates around 43 plants. To learn more, visit www.amatolawater.co.za.

About Softworx: Softworx has positioned itself as a leading provider of business applications in South Africa specializing in end-to-end business solutions. To learn more, visit www.esoftworx.co.za.

Challenges

- Meet market demand for expanded offerings such as infrastructure development, water services provision, water resource management, scientific services, institutional and social development and financial and asset management.
- Change business processes to become more competitive when competing with the private sector, especially in terms of response times.
- Effectively manage operations across a broader geographical territory.

Benefits

- Upgraded from Infor Baan V to Infor LN to take advantage of increased functionality, new technological developments, and better access to company data.
- Implemented the new solution within four months.
- Enabled IT systems to "catch up" with the organization's growth in service offerings and to assure the smooth operation of new business units.
- Handled complex regionalizations in four business units, each with individual maintenance, stores, and procurement services, and each requiring its own individual processing and reporting systems that needed to integrate into one central system.
- Sped up the organization's processes, including billings, time allocations, materials allocations, costing, and proposals, allowing it to compete more effectively in the private sector.

"The new system has made better information available to key decision makers. We also have improved business processes to respond faster to customer needs."

> —Jason Flowerday, IT and Logistics Manager, Amatola Water

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