

Lead Utilities Solutions Consultant

Simon Orchard

Profile

- Senior Programme Manager, strong team leader with an eye for detail
- 20 years Consulting experience, 19 years including SAP, 18 years in Utilities Industry
- Solution Architect of multiple Service Management projects where scope includes; taking the call in CRM, managing the work in ERP, scheduling the work, executing the work in Mobile, and reporting the data / results
- Functional knowledge of IFS, IFS EOI, Concur, RapidXtra, SAP IS-U, Device Management, CRM, SAP MRS, ClickSchedule, SAP Mobile, Syclo, Compatible Units, PI, BW, Business Objects, ESRI, Solution Manager, BPM, ARIS, Salesforce, Utiligroup AMOPS, GAMMA, Activos, and uSmart
- Software implementation experience of multiple SAP products, Salesforce, RapidXtra, IFS, Utiligroup, Concur
- Service Management expert with implementation knowledge of IFS, IFS EOI, SAP ERP, SAP IS-U, CRM, Mobile, MRS, ESRI GIS, ClickSoftware, Syclo
- Independent consulting in Utilities industry for 10 years, Consultant for SAP UK in Utilities industry for 5 years, Consultant for SAP partner in Utilities industry for 5 years
- Utilities Industry implementation experience in multiple sector roles
- Client experience including Centrica, National Grid, E.ON, EDF, ESB, Dwr Cymru Welsh Water, Anglian Water, United Utilities, Thames Water, DONG Energy, National Grid Smart
- Methodologies including Agile, Scrum, Waterfall, Prince

Experience – Summary

- Programme Manager / Head of Systems for creation of Smart Metering partner offering MOP, MAM, MAP services in both SMETS1 and SMETS2 smart meter markets
- Full project lifecycle for new business start up in Smart Metering. Greenfield implementation from software selection to support
- Software included; IFS, Utilisoft, Mubaloo, Dotmailer, Puzzel, EE, GBG Loqate
 - Reference: <https://internetofbusiness.com/uk-smart-meter-national-grid/>
- Interim Programme Manager for SAP S4/HANA core ERP transformation, including SAP Concur Travel and Expenses
- Workstream Lead of Utilities Billing projects implementing SAP, Salesforce, RapidXtra, Experian
- SAP Lead Solution Consultant of CRM Service implementation with IS-U Technical Objects, MRS, and MAU mobile application.
- SAP Solution Architect for ECC 6.0 back office implementation for all UK business units of a large electricity utility organisation including an EAM implementation within the Generation role.
- SAP Lead Solution Consultant of Gas & Electricity Smart Metering company implementation covering HR, Finance, Logistics, PMCS, MRS, and SAP Mobile
- Knowledge of SAP integration areas specifically HR, FI, CO, AA, MM, PS, IM, PM, CS, SD, DMS, GIS, Scheduling Tools, and Mobile
- Expertise in delivering projects using the ASAP methodology, Agile Methodology, and hybrid methodologies
- Extensive Data Migration experience using various migration tools and load methods.

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Project Experience – Recent Detail

Project	Utility - FTSE 100 Company – SAP ERP, UK
Duration	24 Months
Project Description	Core ERP transformation Programme based on SAP S4/HANA
Role	Interim Programme Manager
Explanation	Core Finance solution for top 20 FTSE Organisation UK businesses
Responsibilities / Deliverables	<ul style="list-style-type: none"> – Interim Programme Manager to allow focus on multiple phases – Successfully deployed SAP Concur for Travel and Expense management to realise benefits early – Troubleshooting key integration and programme planning challenges with internal and external stakeholders – Ownership of critical risk and issues to resolution
Customer	National Grid UK

Project	Utility – Smart Metering Installer, MOP, MAM, & MAP – Customer Service, UK
Duration	36 Months
Project Description	Greenfield Implementation for New Start Up
Role	Head of Systems
Explanation	End to end programme to support business requirements
Responsibilities / Deliverables	<ul style="list-style-type: none"> – Overall responsibility for delivery of software footprint for a new entry business in Smart Metering – Selection to support of ERP, CRM, Scheduling, and Mobile Solution – Selection to support of Utilities Industry Messaging software and DCC SMETS2 adaptor – Selection to support of email campaign marketing software – Implementation of consumer self service portal – Implementation of native Mobile App – Implementation of IFS Apps9, Utilisoft, Dotmailer, Puzzel, IFS EOI, and bespoke applications – Post Go Live Support management in new start up business
Customer	National Grid Smart Metering Ltd

Project Experience – Summary

Project	Utility – B2B Gas and Electricity Retail – Operations, UK
Duration	6 Months
Project Description	Complaints Reduction Programme
Role	Prime Consultant for Initiatives
Customer	British Gas Business
Project	Utility – Water – CRM & Billing, UK
Duration	18 Months
Project Description	RapidXtra Billing & CRM Implementation
Role	SAP Integration & Data Migration Workstream Lead

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Customer	Dwr Cymru Welsh Water
Project	Utility Supply – Gas & Electric – B2B CRM & Billing, Netherlands
Duration	18 Months
Project Description	SAP IS-U Market Messaging for The Netherlands
Role	Lead Solutions Consultant
Customer	DONG Energy NL
Project	Utility – Water – CRM, Billing & Collections, UK
Duration	6 Months
Project Description	SAP CRM, IS-U Billing, B2B, Requirements Gathering
Role	Lead Solutions Consultant
Customer	Thames Water
Project	Utility – New Markets, Renewable Energy – Customer Service, UK
Duration	6 Months
Project Description	SAP Business One, HR, MM, EWM, PMCS, MRS 700, MI 7.1, MAU 3.0, BW, Business Objects
Role	Lead Solutions Consultant
Customer	British Gas New Energy
Project	Utility – Gas / Electric Smart Metering – Customer Service, UK
Duration	24 Months
Project Description	SAP CRM, Finance, Logistics, IS-U Technical Object Management, IS-U Device Management, IS-U Work Management, MRS 700, MI 7.1, MAU 3.0
Role	Lead Solution Consultant
Customer	British Gas Smart Metering
Project	Utility – Gas Distribution – Customer Service & Work Management, UK
Duration	6 Months
Project Description	SAP CRM 7.0, IS-U Technical Object Management, IS-U Work Management, Compatible Units, PPM, ESRI GIS, Click Software, Syclo
Role	Solution Architect
Customer	National Grid Gas Distribution
Project	Utility – Gas Distribution – SAP Product Knowledge Transfer, UK/US
Duration	6 Weeks
Project Description	SAP CRM 7.0, IS-U Technical Object Management, IS-U Work Management, MRS 610, Compatible Units, PPM, GIS
Role	Solution Architect
Customer	National Grid Gas Distribution

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Project	Utility – Water – Customer Service & Work Management, UK
Duration	15 Months
Project Description	SAP CRM Service, IS-U Technical Object Management, MRS 610, MAU 3.0, MI 7.0, EP 7.0, BI 7.0, PI 7.0
Customer	Dwr Cymru Welsh Water

Project	Utility – Electricity Generation and UK Corporate – SAP ERP, UK
Duration	15 Months
Project Description	SAP ECC 6.0 Implementation of FI, CO, PS, FI-AA, HR, SD, MM, PM & MAM
Role	Solution Architect
Customer	E.ON UK

Project	Utility – Electricity Distribution – Work Management, Ireland
Duration	16 Months
Project Description	SAP R/3 4.7 Implementation of Enterprise Asset Management (PM, MM, FI/CO Portals, BW)
Role	Lead Data Migration Consultant
Customer	ESB

Project	Utility – Water – Asset Management, UK
Duration	30 Months
Project Description	SAP Upgrade to 4.6C and implementation of Asset Management (PM, DMS, Portals, BW)
Customer	Dwr Cymru Welsh Water

Project	Utility – Electricity Distribution – Work Management, UK
Duration	13 Months
Project Description	SAP R/3 4.6c Implementation – Work and Asset Management (FI/CO, IM, PS, MM, PM, DMS)
Customer	GPU (Central Networks / Powergen / Western Power)

General Information

BTEC HND Business Studies	Bournemouth University
Certifications	Business Process Expert (BPX) mySAP Plant Lifecycle Management (mySAP PLM) IFS Applications 10 Essentials IFS Scope Tool Essentials
Citizenship	British
Home Location	Yeovil, Somerset
Language	English