

Lead Utilities Solutions Consultant

Simon Orchard

Profile

- Senior Programme Manager in Utilities Industry
- Strong Team Leader with an eye for detail
- 20 years Consulting experience, 19 years including SAP, 18 years in Utilities Industry
- Independent consulting in Utilities industry for 9 years
- Consultant for SAP UK in Utilities industry for 6 years
- Consultant for SAP partner in Utilities industry for 5 years
- Utilities Industry implementation experience in multiple sector roles
- Utilities software implementation experience of multiple SAP products, Salesforce, RapidXtra, IFS, and Utiligroup
- Service Management expert with implementation knowledge of SAP ERP, SAP IS-U, CRM, Mobile, MRS, ESRI GIS, ClickSoftware, Syclo, IFS, Utilisoft
- Client experience including Centrica, National Grid, E.ON, EDF, ESB, Dwr Cymru Welsh Water, Anglian Water, United Utilities, Thames Water, DONG Energy
- Methodologies including Agile, Scrum, Waterfall, Prince, ASAP, SAP Activate

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
- 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
- SAP Lead Solution Consultant of Gas & Electricity Smart Metering company implementation covering HR, Finance, Logistics, PMCS, MRS, and SAP Mobile
- 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 Generation role
- Functional knowledge of SAP IS-U, Device Management, CRM, SAP MRS, ClickSchedule, SAP Mobile, Syclo, Compatible Units, PI, BW, Business Objects, ESRI, Solution Manager, BPM, ARIS, Salesforce, RapidXtra, IFS, Utiligroup AMOPS, GAMMA, Activos, and uSmart
- 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 ASAP, Agile, and hybrid methodologies
- Extensive Data Migration experience using various migration tools and load methods

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Project Experience – Detail

Customer	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	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	Utility – B2B Gas and Electricity Retail – Operations, UK
Duration	6 Months
Project Description	Complaints Reduction Programme
Role	Prime Consultant for Initiatives
Explanation	Responsible for; Identifying root causes, suggesting improvements, reducing complaints volume
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Data analysis and recommendations – Reduction of complaints volume (reduced from 21000 to 9000 in 6 months) while monitored by OFGEM – Proposal of changes for immediate and mid term improvements
Customer	Utility – Water – CRM & Billing, UK
Duration	18 Months
Project Description	RapidXtra Billing & CRM Implementation

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Role	SAP Integration & Data Migration Workstream Lead
Explanation	Responsible for; Data Migration, Data Cleanse, SAP integration, Bill Simulation testing cycles
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Managed multiple teams concurrently within the programme throughout the implementation – Data migration and cleanse from a 25 year old legacy mainframe solution to RapidXtra – SAP integration lead for multiple interfaces – Lead for Bill Simulation test cycles covering 800 tests and meeting a 0.01% acceptance tolerance – Data Migration financial reconciliation of £1.1B completed to £0.01
Customer	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
Explanation	Responsible for; High level design, impact assessment, team structuring, project assurance, integration management, defect management, cutover management
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – To be architecture, High level design and impact assessment, Functional requirements gathering – Implemented Agile Methodology throughout project – Team management throughout the project with assistance in external communications to Dutch Authorities – Project extension to include changes required for SEPA regulations
Customer	Utility – Water – CRM, Billing & Collections, UK
Duration	6 Months
Project Description	SAP CRM, IS-U Billing, B2B, Requirements Gathering
Role	Lead Solutions Consultant
Explanation	Responsible for collecting requirements and designing high level solution for Non Household business unit. Preparation of RFP including requirements, WRICEF list, and ARIS To Be process flows
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Non Household (B2B) requirements definition – To Be process maps – Retail & B2B strategy
Customer	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

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Explanation	<p>On completion of successful ERP and Field Service Management implementation for Smart Metering, the solution became a candidate template for other business units</p> <p>The solution included; all aspects of ERP for back office processes, management of customer contact, customer appointment management, scheduling and optimisation, and mobile execution</p>
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Designed overall solution to meet business requirements – Built development team for implementation – Reviewed and validated solution design documents
Customer	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
Explanation	<p>Start up of Smart Metering organisation which included ERP and Field Service Management. The organisation planned to install 2 million Smart Meters per annum until 2020. A total of 1,600 engineers were utilised to undertake the visits to 14 million customers</p> <p>The solution needed to ensure customers could be contacted, appointments agreed and met</p>
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Provided support and guidance to the business representatives in order to develop a solution strategy that matched the business requirements to standard SAP Functionality therefore ensuring the delivery of an integrated solution – Ensured complete design fitted the requirements – Assisted in the definition of the project implementation / roll-out strategy – Reviewed and validated solution documents including outputs from workshops, functional & technical specifications, system design documents, design positioning papers ensuring an integrated approach – Assisted in the review & approval of WRICEF requirements including providing SAP best practice advice on system enhancements, developments & Interfaces
Customer	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

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Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Provided support and guidance to the business representatives in order to develop a solution strategy that matched the business requirements to standard SAP Functionality, therefore ensuring the delivery of an integrated solution – Supported the Integration Team Leader to develop detailed work stream plans agreeing tasks & deliverables – Reviewed and validated solution documents including outputs from workshops, functional & technical specifications, system design documents, design positioning papers ensuring an integrated approach – Assisted in the review & approval of WRICEF requirements including providing SAP best practice advice on system enhancements, developments & Interfaces – Assisted in defining & developing an integrated approach to management reporting
Customer	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
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Team Lead of SAP Consulting resources – Assisted in development of programme scope – Explained the standard SAP products and tools that could accommodate the requirements – Explained Best Practice processes for the requirements – Identified risks, issues, and gaps in the existing understanding – Delivered and presented Considerations Paper to Programme Management both in UK & US
Customer	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
Role	Lead Solutions Consultant
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – External QA to Integration Manager through Final Preparation phase – Team Lead for Work Management team – Designed the final Work Management solution – Implementation of Solution Manager for document storage, configuration management, test planning, test execution, and defect management – Provided expertise and coaching to the project teams on key integration points across the SAP systems in scope
Customer	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

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Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Reviewed the status of integration across the programme – Assisted in the development of Programme plan – Provided expertise and coaching to the Programme team on key integration points across the SAP modules in scope – Identified areas where additional functional SAP coaching/support was required in the project teams – Monitored the progress in each of the projects (Asset Management, Finance & Logistics and Human Resources) against the Programme Plan – Communicated identified risks and issues to the Programme Director – Co-ordinated the activities and reviewing the deliverables of the Programme Integration team – Identified areas where SAP Best Practice or the correct SAP functionality was not being leveraged – Highlighted SAP and business process improvements available – Advised of other SAP tools that could assist both the programme delivery or enhance the solution
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Customer	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
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Replaced legacy asset systems and migrated the data to SAP with the supporting business processes, including various interfaces to existing applications – Lead Data Migration Consultant working with a team of 10 consultants and business resource implementing asset management with the modules PM, MM, FI/CO, and BW with new business processes

Customer	Utility – Water – Asset Management, UK
Duration	30 Months
Project Description	SAP Upgrade to 4.6C and implementation of Asset Management (PM, DMS, Portals, BW)
Role	Asset Management Lead Consultant
Responsibilities/ Deliverables	<ul style="list-style-type: none"> – Replaced legacy asset systems and migrated data to SAP whilst implementing new business processes – Designed various interfaces to GIS systems and other existing applications – Lead Asset Management Workstream Consultant working with a team of 20 consultants upgrading an existing SAP system from 4.6b to 4.6c, implementing PM, DMS, BW, Portals and reconfiguring the integration points of existing modules, PS, MM and FI/CO – Designed various enhancements to the solution that were then implemented by other team members with support, including, Fleet Management, Asset Management Plan Output Reporting

Customer	Utility – Electricity Distribution – Work Management, UK
Duration	13 Months

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Project Description	SAP R/3 4.6c Implementation – Work and Asset Management (FI/CO, IM, PS, MM, PM, DMS)
Role	Lead Data Migration Consultant

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