Water Reclamation District Reinvents Itself to Become Industry Role Model

“Our #1 goal was to completely transform the IT landscape of the institution—I’m proud that we’ve been able to achieve this.”

John Sudduth
Director of Information Technology, MWRD

Tasked with revitalizing an aging and deeply entrenched environment, one of Sudduth’s first steps was to take an inventory of MWRD’s entire IT infrastructure. In parallel, he executed a skills assessment of his own team and began establishing relationships with key stakeholders across the organization. “We conducted a satisfaction survey to determine the perceptions of internal users: IT support scored around 60%,” he recounted. “I was confident we could do better!”

Getting to the Root of the Problem

Research into MWRD’s SAP implementation led to another attention-grabbing discovery: “We found we were not using all of the functionality of our SAP ERP system and that SAP support consumed more than a quarter of our multimillion-dollar software maintenance budget. Feedback from my team on vendor support responsiveness was not positive,” recalled Sudduth.

Something Had to Change

Sudduth initially investigated realigning SAP support to the realities of MWRD’s environment. He commented, “It quickly became apparent that we couldn’t get what we needed from SAP support.”

To address the situation, Sudduth architected a strategy to completely transform his team and the impact IT had on MWRD. By pivoting his support for SAP Business Suite 7/SAP ECC 6.0, NWDI, Business Objects (to Rimini Street), he immediately liberated 50% of the funds previously consumed by the huge annual commitment.

Sudduth adopted a formalized change management approach to lay the foundation for his plan. “We worked with the executive team and got them engaged. This included going to each of my peer department heads and asking them to share their IT-related expectations and document all of the projects that they wanted to see completed, some of which extended back to the initial SAP implementation that was completed more than 17 years ago.”

John Sudduth
Director of Information Technology, MWRD
Client Story | MWRD

Benefits

- **Halved ERP maintenance fees:**
  Reallocation of IT budget made significant improvements across the company possible.

- **Satisfaction scores for IT performance soared by 30 percentage points:**
  Shifting to a service-centric culture has empowered the IT team and driven it the tools to succeed.

- **Revitalized people, process, and technology:**
  Implementation of the technology-refresh program, resolution of multiyear project backlog, and improved support quality have had a substantial impact.

An Investment in People, Process and Technology

Sudduth invested a portion of the reallocated budget in a cloud-based information technology service management (ITSM) application—a system that formalized the design, delivery, and monitoring of MWRD’s complete portfolio of IT services. “We created SLAs with our stakeholders to quantifiably elevate the quality of IT support. People can now see exactly how their actions impact our performance and how we’re being perceived as a team.”

“I’m delighted to state that we’ve jumped our satisfaction scores by well over 30 percentage points,” declared Sudduth.

He also has mandated that everyone on his team undertake information technology infrastructure library (ITIL) foundation training to further cement the discipline of delivering IT services aligned with ITSM practices and the business needs of MWRD. Several team members have even gone on to attain more advanced levels of ITIL certification.

“We’ve instilled a pervasive, service-centric culture across the entire organization and equipped everyone with the tools they need to succeed. It’s just so rewarding to witness the sense of empowerment and collaboration that now characterize how we operate.”

A “Thought-Partner” to Trust: Rimini Street

“One of the key components to realizing the vision was identifying a services provider that had a great track record of providing quality support and was willing to help take on the challenge of revitalizing MWRD’s environment,” revealed Sudduth. “Rimini Street was that partner.”

Sudduth reflected, “Because we have direct responsibility for protecting the health of our customers, it’s critically important to do what we know is right. With SAP announcing end-of-support for our version of the application, we wanted to partner with a company that was willing to take the time to understand our specific issues and collaboratively figure out the optimal path forward. Red flags go up when vendors tell me that I need their product or service before they even know what my problems are.”

“I view Rimini Street as a great partner—a thought-partner—that knows how to listen before suggesting possible solutions. Our Rimini Street account team has been phenomenal. The strides we’ve made together have helped position MWRD as a role model for the utilities industry.”

He concluded, “When I look at the ‘people, process, technology’ methodology, there’s a reason the terms are put in the order they are—without the right people, you have nothing. In the end, it’s all about the people you have on your team, and we have a great team.”

For More Information

To learn more about MWRD or to read other client success stories, visit www.riministreet.com/clients.

Worldwide Headquarters
3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA
Phone: 702.839.9671  Toll-Free 888.870.9692
riministreet.com | linkedin.com/company/rimini-street | twitter.com/riministreet

©2020 Rimini Street, Inc. All rights reserved. “Rimini Street” is a registered trademark of Rimini Street, Inc. in the United States and other countries, and Rimini Street, the Rimini Street logo, and combinations thereof, and other marks marked by TM are trademarks of Rimini Street, Inc. All other trademarks remain the property of their respective owners, and unless otherwise specified, Rimini Street claims no affiliation, endorsement, or association with any such trademark holder or other companies referenced herein. This document was created by Rimini Street, Inc. (“Rimini Street”) and is not sponsored by, endorsed by, or affiliated with Oracle Corporation, SAP SE or any other party. Except as otherwise expressly provided in writing, Rimini Street assumes no liability whatsoever and disclaims any express, implied or statutory warranty relating to the information presented, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. Rimini Street shall not be liable for any direct, indirect, consequential, punitive, special, or incidental damages arising out of the use or inability to use the information. Rimini Street makes no representations or warranties with respect to the accuracy or completeness of the information provided by third parties, and reserves the right to make changes to the information, services or products, at any time.

LT-US_042020