



HOUSTON INDEPENDENT SCHOOL DISTRICT INNOVATES WITH SAP MOBILITY

An LSI Customer Success Story



LSI CONSULTING INC

Innovative SAP Solutions for Public Enterprises

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Houston Independent School District Innovates with SAP Mobility

Digitalizing the Work Order & Work Management Process while providing Accuracy and Transparency into field Operations at HISD Facilities, Campuses, and Fleet.

Houston Independent School District (HISD) is the largest public-school system in Texas, and the seventh-largest in the United States. HISD serves as a community school district for most of the City of Houston, and several other municipalities with an enrollment of ~215,000 students. The district is the among the largest employers in Houston with ~29,000 employees supporting equitable education for each student, and providing a safe, and secure learning environment. HISD strives to continue to support employee development by providing the solutions, tools, skills to operate in an efficient and effective manner to enhance the transparency and quality of operations at the district.



MOBILE WORK MANAGER - PROJECT OVERVIEW

The primary goal of the HISD Work Manager Implementation project was to provide technicians with mobile devices with a user-friendly interface, to help resolve an inconsistent paper-based work order management process. HISD's project goals include reduction in paper processes and data entry, capturing customer satisfaction data, implementation of workflow and controls, adopting work order best practices. The solution needed to work both online and offline, and integrate with SAP Plant Maintenance.

HISD selected LSI Consulting (LSI), a longtime SAP certified implementation partner who has worked with the district on their SAP ERP Implementation, and who has in-depth skill-sets across Public Sector clients within North America. LSI brought in the expert team to help the district from business process planning to Go-Live and support services for the Mobile Work Manager project. On June 2019, the project went live and currently ~450 technicians have adopted the solution, and have seen dramatic results which have positively affected all organizations units including customer satisfaction that was not previously measurable.





CHALLENGES AND OPPORTUNITIES

HISD struggled with a manual and error-prone process around work orders:

- Current paper-based data entry process is cumbersome, and prone to error.
- Lack of prioritization, scheduling, assigning, and tracking the progress, as completion of work orders
- Absence of accurate accounting of time and activities for both direct and indirect for work orders
- No Workflows or Controls cause team leaders, managers, and customers to spend time verifying accuracy
- Customer satisfaction was not currently measured; hence technician performance could not be accurately measured and feedback & knowledge based and performance based training was not delivered.

WHY SAP & LSI CONSULTING

SAP Mobile Work Manager empowers maintenance crews to work more safely, productively, and independently using the mobile application. The solution can be used offline and online with support for iOS, Android, and Windows devices. The solution meets and exceeds HISD's requirements:

- Ability to create, assign/prioritize, accept and complete notification and work orders both online or offline.
- Ability to update work orders with component parts and corrective action details.
- Track time against work orders by activity type both direct and indirectly.
- Reassignment and/or reprioritize work orders to the correct craft/technician.
- Schedule and plan work orders.
- Ability for customer to confirm satisfaction of work order completion.

- Determine handheld device and work stations so technicians can enter time to complete specific work orders.
- Ability to attach documents to the work order.

LSI was awarded a Fixed-Fee milestone based on contract to deliver the Mobile Work Manager functionality in the HISD landscape. LSI brought in the top enterprise mobile solution services consultants to make sure to deliver an on-time, and on-budget project, which included the full spectrum of services with Business Process Redesign of the work order process for the following divisions:

- Facilities Services Maintenance
- Nutrition Services / Food Services
- Transportation and Logistics



VALUE DRIVEN RESULTS

SAP Mobile Work Manager has helped the district to make data based optimal decisions and transform the day to day operations within each of their divisions by providing employees with an easy to use, consumer grade mobile application which has seen close to 100% adoption by staff. The successful partnership between HISD and LSI helped the district achieve its goals for this project and start looking at other areas of improvement with SAP technology and LSI services in the future.



ABOUT LSI

LSI was founded in 1998 as a dedicated SAP Services consultancy created to offer high impact SAP products and services for Federal, State, Local Government, Transportation, Education and the Healthcare markets. From our humble beginnings providing SAP implementation services, LSI has become the leader in Public Sector digital transformation.

Today we are taking the lead in applying next level intelligent technologies to enable the Intelligent Enterprise. Technologies that will again transform our industry to world class levels of transparency, quality and efficiency. As technologies such as artificial intelligence, machine learning, the internet of things (IoT), advanced analytics and blockchain technologies become mainstream, no organization in the U.S is better positioned to harness the power of SAP and the Intelligent Enterprise for public services.

For more information please contact:

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LSI's Partnership with SAP

As an SAP Gold Partner LSI is certified to implement and re-sell all components of SAP S/4, Success Factors, Ariba, HANA and Analytics. We are dedicated to SAP only and are the go-to partner for Federal, State, Local Government, Education and Healthcare organizations. We have assisted SAP in best-practices for Public Sector clients by developing requirements and solutions with the SAP Development Team for SAP S/4 Public Sector Cloud, SAP Public Sector Budgeting, and SAP Student Lifecycle Management. LSI is the only implementor that what the first to design and develop SAP training course for Public Sector, and is the only go-to-market partner for Higher Education SAP Student Information System. We are the only SAP NS2 Secure HANA Cloud (SHC), SAP SuccessFactors, SAP Analytics Cloud, and SAP Cloud Platform reseller.

Additionally, LSI has assisted SAP in designing the SAP's Budget Control Solution and engaged with SAP Public Sector IBU around S/4 HANA cloud for public sector, and is now a SAP NS2 Secure HANA Cloud (SHC) reseller.

