

# Marin Municipal Water District (MMWD) simplified and automated Work Order management using Liquid UI

*Liquid UI's cost-effective and user-friendly solution has simplified and streamlined the work order management system of MMWD without requiring extensive changes to their existing R/3 code.*

## About MMWD

The Marin Municipal Water District (MMWD) is the first municipal water district in California to provide high-quality water to 191,000 people in a 147-square-mile area across the Golden Gate Bridge from San Francisco. Their operation is mainly to manage the natural resources sustainably and to provide high-quality water at a reasonable price.

## Challenges

Work order creation proved to be a significant challenge for MMWD due to terminology issues, missing information, and its impact on the financial aspect (FI).

This intricate and time-consuming process led to a multitude of difficulties, including.

- **Complex Work Order Creation Process:**

Users faced challenges in creating work orders due to varying requirements for Order Type and Planning Plan inputs. SAP terminology, especially the term 'Plant,' caused confusion as it resembled Water Treatment Plants.

- **Complex Navigation and Additional Steps:**

Work order creation in the standard R/3 system is a complex process, involving navigation through multiple screens and numerous clicks. For charge tag work orders, the complexity increased further, requiring additional screens and clicks. This prolonged process leads to higher chances of errors and decreased productivity.

- **Lack of Understanding of Accounting Linkages:**

Inadequate knowledge of the connection between work orders and the Accounting aspect of SAP, specifically the FI/CO modules, led to issues within the Accounting Department. Consequently, this caused delays and inaccuracies in financial processes.

- **Inaccurate Data in Settlement Rules and Fund Assignments:**

Incorrect data entries led to cost transfer and settlement issues. This not only affected financial processes but also impacted overall cost management and reporting.

## Solutions

MMWD strived to streamline work order creation and lower the associated time and effort using the standard R/3 system. Through Liquid UI solutions, they successfully simplified the processes, improved usability, and mitigated data entry errors. The key solutions implemented by Liquid UI include.



**MARIN  
WATER**

**Industry :** Energy, Utilities & Waste Treatment

**Liquid UI Components Implemented:**

- Liquid UI Designer
- Liquid UI Server
- Liquid UI Studio
- Input Assistant
- Liquid UI RF

## HIGHLIGHTS

**SAP Modules Customized:**

IW31, CICO, IL01, IK11, IE03, IE01

**Solutions:**

- Liquid UI Simplified the Work orders creation and Search screens
- Created a quick access navigation screen for the Engineering Records Department.
- Developed a Corrosion Control application for Equipment & Functional Location and Measurement Documents creation.

- **Work Order Creation:**

Created a launchpad with pushbuttons that directly navigates to the main work centers instead of the initial IW31 screen. Unnecessary tabs were hidden, and steps for Charge Tag Work Orders were condensed into a single button. This simplified the process to just 4 screens and 8 clicks, saving time and reducing complexity.

- **Simplified Login and Navigation:**

Streamlined the login process with an automated screen that only required the client number. Additionally, an intuitive SAP Easy Access screen was developed that redirects users to relevant business transactions instead of individual ones.

- **Equipment Lookup and Display:**

Designed a customized search screen, enabling the users to retrieve water service and address details by entering meter numbers. Thereby, improving efficiency in managing water meters and associated data.

- **Customer Service Searches:**

Enhanced search functions with additional search buttons within the CICO screen, enabling the users to quickly access relevant information and improving workflow efficiency.

- **Outsourced Solution - Corrosion Control Application:**

Streamlined the processes specific to the department with the Corrosion Control application for Functional locations, Equipment records, and measurement documents.

## Results

- Simplified and combined multiple R/3 screens/tabs and transactions.
- Reduced cost and end-user training time.
- Eliminated manual data-entry errors.

## Liquid UI by the Numbers

The following table shows quantifications associated with each Work Order

	Before Liquid UI	After Liquid UI
Clicks	42	8
Keystrokes	59	15
Screens	11	4
Elapsed Time	2:20	:22

## Liquid UI Customized screens

### Before Liquid UI -Standard R/3 Work Order Interface

### After Liquid UI- Work Order Interface

### Liquid UI Customized Work Center Launchpad