

DMRV ZRT.

DMRV Regional Waterworks provides water utility supply service to nearly 600 thousand people living in 122 municipalities in Pest, Nógrád and Komárom-Esztergom county in Hungary. Its foremost objective is guaranteeing water quality, in the framework of which it ensures continuous clean water supply and the operation of the sewage system. For the sake of stable and reliable operation DMRV chose the SAP IS-U business management system and the professional support of AB Consulting.

AB CONSULTING DRIVES INNOVATION:

AB Consulting introduced in the first half of 2016 the SAP HANA database technology in DMRV, providing a new basis for data storage and analysis. Thanks to the column-oriented data organization and in-memory querying the usage of this new solution allows the preparation of reports in just a matter of seconds without putting a burden on the management system, while previously it used to take tens of minutes to prepare such reports.

Thank so the SAP HANA project of AB Consulting, DMRV can now analyze the criteria and conditions of its operation easier and reveal bottlenecks and problem sources sooner, thus increasing the success factor of its mission, providing without cease clean drinking water supply to everybody.

In the first half of 2016 AB Consulting realized another innovation at DMRV, introducing the Multichannel Foundation for Utilities (MCF) smartphone application based on the SAP Mobile Platform and integrating it to DMRV's SAP system.

MCF makes it possible for customers of DMRV to take a look at their water consumption and billing history, enter meter readings, request an invoice copy, find personal customer service points more easily, furthermore send in-app requests and inquiries to the customer service and receive notifications therefrom.

DMRV raised the level of customer service to a new height with the introduction of MCF, making it easier for its customers to conduct activities related to their utility contract and consumption and helping itself keep in touch better with its customers. This SAP technology-based product represents with its user-friendly user interfaces and easy usability an important new milestone for the innovative water utility company.