

- **Jerusalem Water Undertaking (JWU)**

Jerusalem Water Undertaking is the sole provider of water and sewage services for the Ramallah and Jerusalem area. Its main activity revolves around billing and collection services.

JWU partnered with DataSet to automate its billing, financial and Human resources operation and replace the existing in house made software system. JWU needed to integrate billing and financial operations as well as automate its mobile billing and collection services. JWU required migrating historical data from its legacy in house developed system to the new system.

DataSet took over the implementation and management of this project undertaking all tasks from system analysis, design, enhancements, development, testing, and deployment. Production cut-over was implemented successfully based on a gradual deployment approach of the ERP system. The project scope included the following modules:

Module
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- General Ledger
- Accounts Receivables
- Accounts Payables
- Fixed assets an logistics
- Billing
- Subscribers management
- Warehouse Management
- HRMS
- MIS indicators

DataSet employed nine staff members for the executions of the project as follows:

- a. Project Director
- b. Project Manager
- c. Financial consultant
- d. Technical Manager
- e. Two Software developers
- f. Quality Assurance
- g. Two Trainers

The implementation period for the project was eight months. All cycle of the project were achieved successfully including the migration, structured testing, and production cutoff. Upon the execution of the project JWU is expected to achieve the following:

<b>Impact</b>
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- Integrate all activities on the billing and financial level.
- Improved monitoring and auditing of data.
- Drastic reduction in reporting time.
- Improved utilization of data through expansive allocation to segments and sub segments.
- Minimize redundancy in operation to zero level.
- Improved responsiveness to customer needs and better control of their finances.
- Achieved continuity of data throughout the years.
- Huge saving in time through the automation of otherwise manual jobs
- Enhanced integration of departmental activities
- The integration of mobile data collected from field into the billing system