



## Fast Facts

**Customer:** Aquila

**Web site:** [www.aquila.com](http://www.aquila.com)

**Number of Employees:** 100-5,000

**Country:** United States

**Industry:** Public utility

## Customer Profile

Based in Kansas City, Missouri, Aquila is a publicly regulated company that operates electricity and natural gas distribution utilities serving nearly 1.5 million customers in seven U.S. states.

## Software and Services

- Microsoft Office
  - Microsoft Office Professional Edition 2003
  - Microsoft Office Project Professional 2003
  - Microsoft Office Project Server 2003
- Microsoft Windows Server System™
  - Microsoft Windows Server™ 2003 Standard Edition
  - Microsoft SQL Server™ 2000 Standard Edition with Analysis Services
- INS Six Sigma EPM Solution
- Solutions
  - Microsoft Office Solution Accelerator for Six Sigma
- Technologies
  - Microsoft Windows® SharePoint® Services

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## Utility Reduces Costs, Boosts Shareholder Value Through Integrated EPM Solution

“The comprehensive integration of the Microsoft Office Enterprise Project Management Solution with Windows SharePoint Services has raised collaboration at Aquila to an entirely new level.”

Gail Allen, Project Manager, Aquila

## Business Needs

Seeking to dramatically improve the efficiency of projects across the enterprise, Aquila implemented the Six Sigma process management methodology that is designed to help companies streamline operations and eliminate defects. To make the most of its Six Sigma implementation, however, Aquila had to address the following issues:

- Difficulty in tracking project management practices toward Six Sigma goals
- Inefficient methods of report generation
- Lack of a common repository, template, and taxonomy
- Inefficiency in integrating and utilizing existing technologies

## Solution

Aquila managers worked closely with Microsoft® Gold Certified Partner INS to deploy its Six Sigma Enterprise Project Management (EPM) Solution, which is based on the Microsoft Office Enterprise Project Management Solution. With this deployment, Aquila now has what Project Manager Gail Allen calls a “full and robust” EPM Solution for

tracking projects, managing schedule variances, and generating status reports through a common and consistent portfolio dashboard interface.

## Business Benefits

The EPM Solution at Aquila is used by dozens of project managers and financial analysts and hundreds of other employees to raise shareholder value by reducing costs and improving processes as follows:

- Direct connection of Six Sigma methodology to more than 80 active Six Sigma projects, for efficiencies that in one case cut the customer-billing cycle by 50 percent
- Enhanced reuse of knowledge assets toward more accurate risk identification and overall cost reduction of millions of dollars over three to four years

According to Allen, many of these benefits are a direct result of the integrated Microsoft software: “Six Sigma is about removing internal barriers to collaboration, and the Microsoft-based solution helps us make that happen.”

