

---

# National Grid Shared Services

**Paul Holland**

**Financial Controller, Shared Services Order to Cash**

# National Grid Shared Services

---

“Deep” multi-functional Shared Services delivering:  
**Supply Chain Management** (Procure to Pay, Logistics, Fleet) **Financial Services** (Record to Report, Order to Cash), **Human Resources** (Payroll, HR Services, Pensions) services to our businesses in the UK



Our vision is to create an excellent Shared Services for National Grid

Shared**Services**  
One company, one way

**nationalgrid**

# Shared Services Implementation Phases

Phase 1 – 2006/07 Build the foundations	Phase 2 – 2007/08 Leverage Benefits	Phase 3 – 2008/09 Step change
<ul style="list-style-type: none"><li>✓ New organisation implemented, distinct identity</li><li>✓ Effective communications</li><li>✓ Delivering significant savings</li><li>✓ Alignment by process in preparation for ERP/SAP implementation</li><li>■ Service management framework developed</li></ul>	<ul style="list-style-type: none"><li>■ Single back office system ERP/SAP</li><li>■ Ongoing efficiency and service improvements</li><li>■ Serving all businesses within the UK, with over 12,000 customers</li><li>■ Providing a scalable and adaptable model</li><li>■ Making it easier for our people and the business to do their daily work</li></ul>	<ul style="list-style-type: none"><li>■ One Company, One Way</li><li>■ Fully integrated and enabling technologies</li><li>■ Desired behaviours in Shared Services and the business</li><li>■ Fully transparent costing</li><li>■ Benchmarked to the upper quartile</li><li>■ Exploring wider opportunities</li></ul>

**Service improvements delivered**

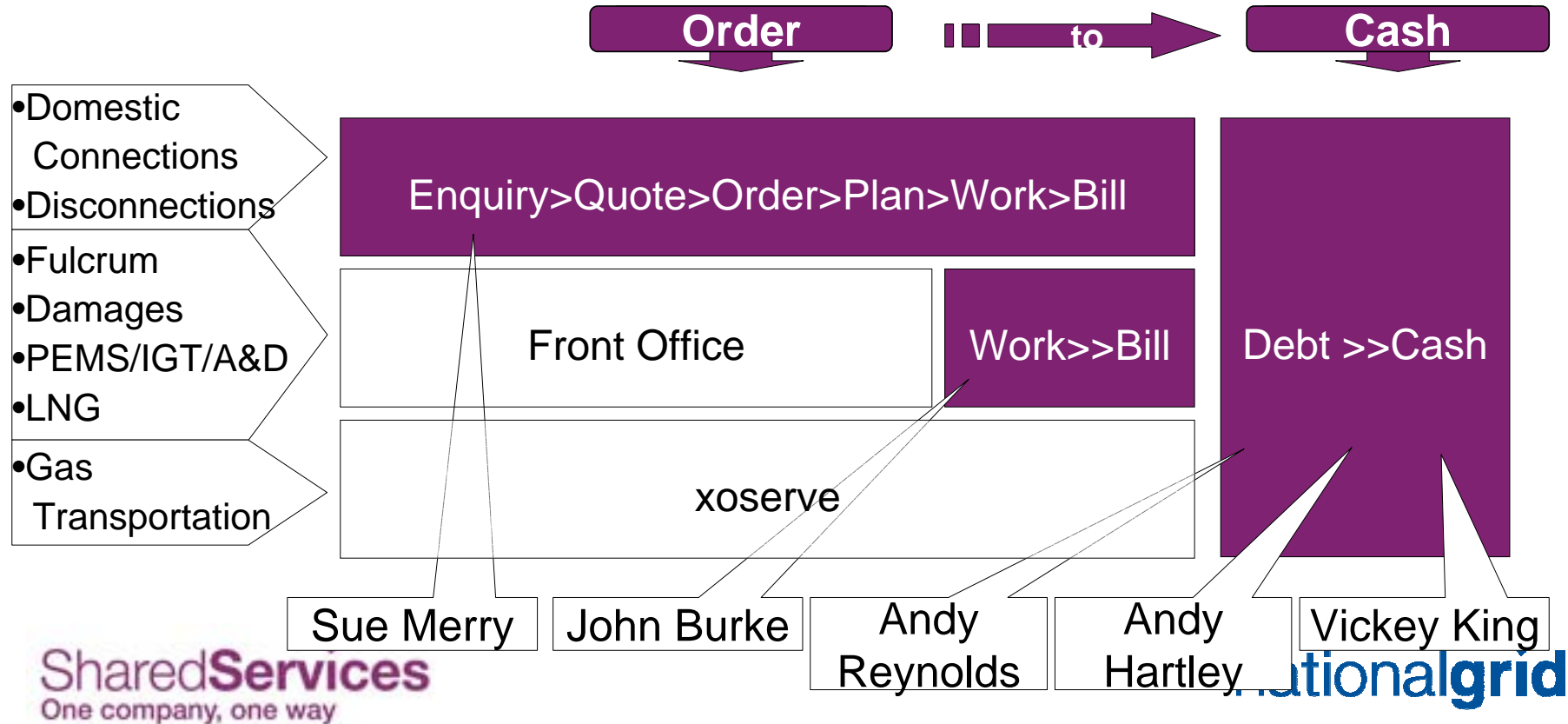
**SharedServices**  
One company, one way

**nationalgrid**

# Shared Services, Order to Cash

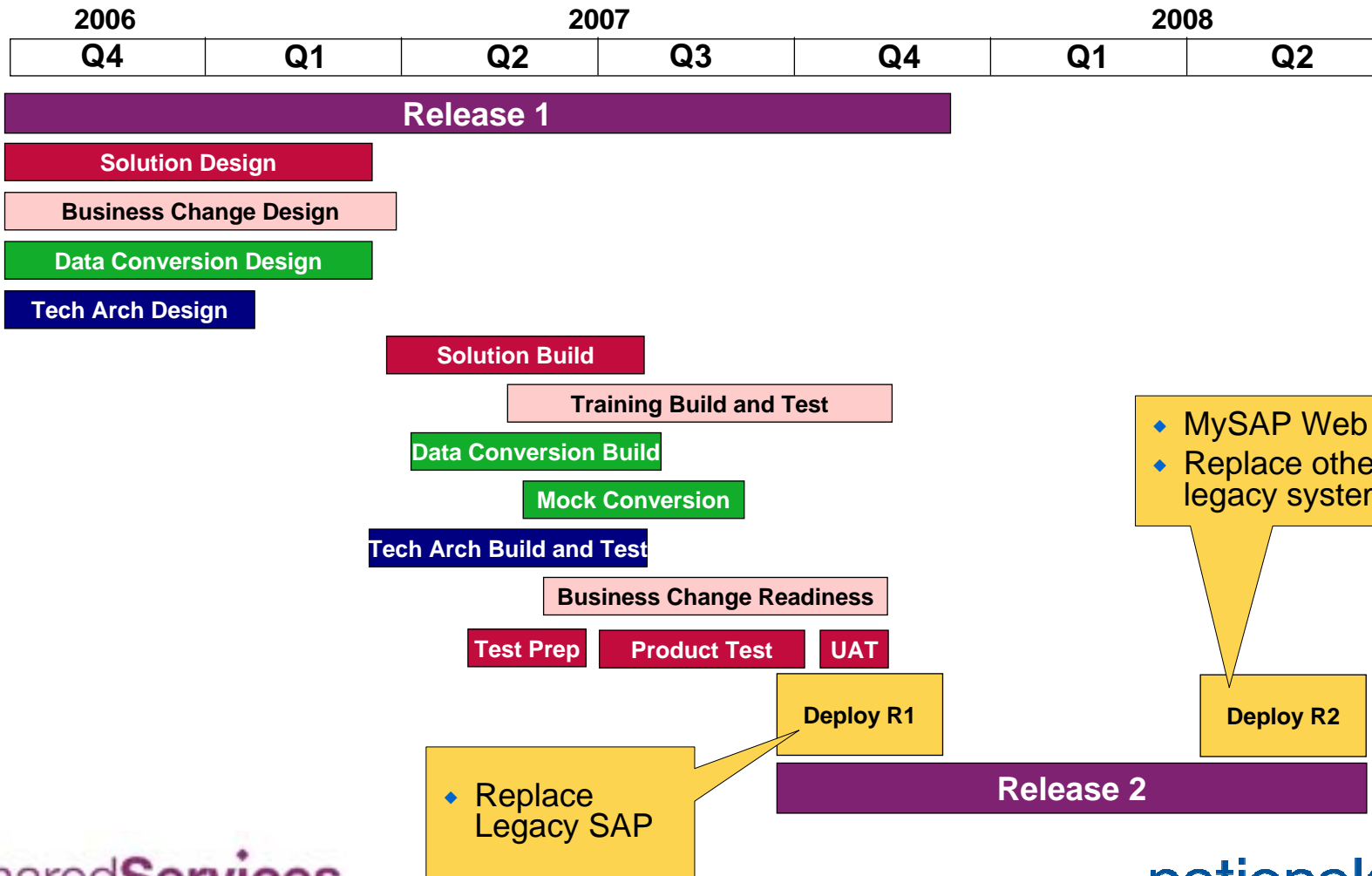
## Create End to End Process Ownership

- ◆ Order to Cash has three main sub-processes, and collects three different types of income. SAP has similar processes.



# ERP Overview

*What are our Critical Activities and Milestones?*



# What will **mysap** mean to you?

## – Order to Cash

---



✓ Customer documents issued on paper, by fax\* or e-mail\* (R1) and i-doc\* (R2)  
(\* subject to pilot)

✓ Systematised Remittance Advices

✓ Customers able to get quotes for some site-works on the web (R2)



✓ Interest charged on late payments to National Grid

✓ New Account numbers to be issued and included on Customer Remittance Advice

✓ Credit limits applied to customers for whom National Grid provides services

# Next Steps

---

- ◆ Web design – specific customer input as appropriate – September / October
- ◆ Confirmation of implementation dates and new account numbers – September / October