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## Thames Water's Technology Expertise Makes a Big Splash

*"By integrating our business-critical systems, we were able to improve productivity, reduce errors, and improve responsiveness to customers. In a business like ours, customer responsiveness is key."*

*—Steve Moore, Head of Street Works, Thames Water*

### Fast Facts:

- Located in Reading, United Kingdom
- Water Utility
- Approximately 14.5 million customers
- Serving England, Scotland, and Wales
- [www.thames-water.com](http://www.thames-water.com)

### Applications:

- Work Management System—to schedule jobs
- Symology Insight—to coordinate jobs with street authorities

### Business Needs:

- Interoperability
- Enterprise Integration
- Web and Mobile Access
- Data Access

### Environment:

- Java clients
- UNIX server running ACUCOBOL-GT® with Vision data
- IBM mainframe with DB2 data, CICS, and WebSphere
- Component adapter technology

### Business Issue

As the largest water company in the United Kingdom, Thames Water schedules more than 80,000 installation and maintenance jobs each year and coordinates these jobs with over 100 different local street authorities. To schedule jobs, the utility runs an IBM mainframe application known as the Work Management System (WMS). To coordinate with street authorities, it runs a UNIX-based ACUCOBOL-GT application from Symology Ltd. known as Insight. Thames Water needed to integrate the disparate systems and give field workers Web and mobile access to data.

### Solution

To fulfill its business requirements, Thames Water adopted technologies from two of Acucorp's alliance partners: IBM Corporation and Transoft Inc. First, the utility deployed its WMS application under IBM WebSphere by incorporating a Java-based graphical user interface (GUI) that would work equally well on both desktop and mobile devices.

To integrate Insight with the components on the mainframe, Symology utilized Transoft's component adapter technology. Component adapters allowed the ACUCOBOL-GT application to be componentized into services and then exposed to WebSphere as Javabeans.

Backed by IBM, Acucorp, and Transoft technologies, the WMS system can now call Insight's street-works services and run them behind the scenes. End users of the new Java clients get transparent access to both WMS and Insight. The Insight system accesses Vision files; the WMS system accesses

DB2 data; and updates to one system are mirrored in the other automatically. Requests and responses for either system are routed through the WebSphere broker.

### Benefits

Today, end users of the WMS system can automatically communicate with street authorities via the Insight application. Because of Internet features native to ACUCOBOL-GT, they are able to communicate with the authorities online in real-time. By integrating these two vital business applications, Thames Water achieved many objectives. It:

- Improved the efficiency of staff.
- Eliminated the need to manually transfer data from one system to another.
- Eliminated data contradictions between the different systems.
- Minimized job-site disruption to road users.
- Fully leveraged its existing IT investment.
- Minimized the cost and risk of an IT overhaul.

### Future Plans

Now that its systems are fully integrated, Thames Water plans to upgrade to a graphical version of Insight. Although the application is hosted on a UNIX server, Thames wants to display a graphical user interface on clients using Acucorp's thin client technology. With such progressive IT plans, there's no doubt that the utility will serve its customers well for many years to come.

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