

## CUSTOMER STORY

# Leading Public Massachusetts Utility Company Successfully Implements Oracle EPM Cloud

SMAC Works Assists MWRA with Oracle EPM Cloud Implementation, Migrating Legacy Hyperion System

## THE CUSTOMER

The Massachusetts Water Resources Authority (MWRA) is a public authority providing wholesale water and sewer services to 61 communities across eastern and central Massachusetts, serving approximately 3.1 million residents and over 5,500 industrial users. Established in 1984, MWRA oversees Boston's water and sewer infrastructure while addressing environmental issues. MWRA operates independently, raising its own revenues and issuing bonds.

- » \$6B+ invested in facilities since 1985
- » Harbor cleanup & regional water modernization
- » Maintains miles of pipes requiring upgrades



### COMPANY

Massachusetts Water Resources Authority (MWRA)



### HEADQUARTERS

Boston, Massachusetts



### INDUSTRY

Public Water and Sewer



### TECHNOLOGY

Oracle EPM Cloud

## THE SCOPE

MWRA faced significant challenges with its unsupported Hyperion Pillar system, impacting the budgeting department by diverting operational attention and preventing consistent access to historical budgeting information. The Budgeting Department manually ran all interfaces, Project Managers entered duplicate data into separate planning spreadsheets and Hyperion, and reporting required extracting data from multiple Hyperion files for Excel consolidation. Project scope included implementing Oracle EPM Cloud to support all budgeting users, converting historical data, developing unified reporting views, and automating interfaces for regular external system refreshes.



## THE SOLUTION

MWRA needed to migrate from its legacy Hyperion Pillar system to Oracle EPM Cloud within a challenging 16-week timeframe to meet critical yearly budgeting timelines and financial constraints. Successfully addressing these challenges required experienced external assistance to ensure the new system could meet the organization's evolving needs and support all budgeting users.

MWRA engaged SMACT Works's Oracle Center of Excellence (CoE) & Innovation team to review existing budgeting processes and Hyperion implementation, plan the Oracle EPM Cloud implementation strategy, configure Oracle EPM Cloud aligned with MWRA's requirements, convert historical budgeting information with data integrity, and implement integrations with external systems for automated data flows.

Following project completion, MWRA engaged SMACT as the ongoing Managed Services provider to ensure continuous process improvement and operational excellence through dedicated support, proactive enhancements, and technical assistance for end users and the internal IT team.



## OUR METHODOLOGY

SMACT Works applied its proven EPM Implementation Methodology, consisting of six phases: Plan, Design, Configure, Test, Deploy, and Support. The MWRA Project Management team collaborated directly with SMACT's Project Management team to create a tailored plan. SMACT ensured smooth implementation, full integration, and optimization for peak performance. SMACT's methodology provided a complete inventory of activities across project stages, with only relevant deliverables per the RFP and statement of work utilized for MWRA's EPM implementation.



Assessment & Implementation



Historical Conversion



Integrations with External Systems



Application Managed Services

## KEY OUTCOMES

01

Reduced IT maintenance via cloud migration

02

Simplified reporting with unified data system

03

Automated external data loads boost efficiency

04

Eliminated duplicate entries, saving time

## SMACT WORKS

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