



# A fast-growing water utility finds promise in the cloud



Loudoun Water, a public utility in Northern Virginia, delivers water to over 80,000 customers in Loudoun County.

As the county's population expanded and more residents came to rely on Loudoun Water, the utility found the situation offered a unique opportunity to re-invent itself: The utility was asking more than ever from its IT infrastructure, and it needed that infrastructure to be secure, flexible, and available around the clock. Loudoun Water decided that a transition from an on-premise to infrastructure as a service solution, hosted on Azure, could provide the

scalability and reliability it needed—not only supporting the demands of its organization and customer base now, but also promising a better way to handle future growth and challenges. In addition, cloud-based automation would open the door for greater overall efficiency and cost management, while a concurrent program of resource reskilling offered the promise of improved productivity and work capacity in needed technical areas. ▶

## What happened next

Deloitte and Loudoun Water collaborated to design and build a reliable and scalable SAP solution on Microsoft Azure Cloud on Deloitte's OpenCloud management platform. Deloitte cloud architects advised the utility's network team in architecting and developing a secure network architecture that included periodic security upgrades built to withstand repeated outages, or even a disaster. Over the course of 18 weeks, the team designed and built an end-to-end SAP architecture that met Loudoun Water's needs, including eliminating performance issues that had recurred in the past. The result is a public utility that has transformed into a [Kinetic Enterprise](#) with the ability to continuously evolve. From its new foundation of future-facing systems, the organization can more effectively handle an increasing workload and prepare for anticipated growth. Deloitte's approach to the cloud transformed how Loudoun Water solved its IT challenges, and paved the way to scale innovative solutions quickly for its growing customer base.

## The wins

- ✓ Complete cloud migration and decommissioning of mission-critical SAP and non-SAP on-premise services, while avoiding expensive CapEx investments in new on-premise hardware
- ✓ Hardware and platform upgrades resulting in improved application speed and performance, improving the utility's ability to respond to customers
- ✓ A disaster recovery solution providing complete business continuity, assuring the ability to provide round-the-clock customer service
- ✓ IT focused on more strategic initiatives, with "lights on" and value-added activities managed by Deloitte Cloud Managed Services on OpenCloud

## The numbers

 25+

Systems modernized and upgraded in database and operating systems

 30%

Overall system performance improvement, resulting in a direct improvement in customer call handle time



Eliminated several hundred thousand dollars in new CapEx

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