

CASE STUDY

Metropolitan Utilities District Modernizes SAP Inventory Execution and Saves Approximately \$200,000 Annually with H1



Introduction

Metropolitan Utilities District of Omaha, a public gas and water utility serving Omaha, Nebraska, and the surrounding area, relied on paper forms and manual data entry to issue materials from its storerooms. Workers wrote long SAP job numbers, material quantities, and employee information on paper before clerks manually entered the transactions into SAP.

The paper-based process created delays, increased the potential for errors, and made it difficult to maintain accurate, real-time inventory information. Handwriting could be misread, paperwork could sit unprocessed, and employees occasionally had to be contacted to clarify job numbers or quantities. The organization wanted to improve inventory accuracy, reduce administrative work, strengthen material accountability, and prepare its inventory operations for a future SAP HANA environment.

Metropolitan Utilities District deployed Havensight's SAP-native mobile inventory solution, now offered as

Havensight Inventory One (H1). By replacing handwritten material orders with mobile inventory workflows connected to SAP, the utility eliminated paper orders, captured transactions closer to the point of work, and gave its teams more timely visibility into inventory movement.

The results included improved inventory accuracy, stronger accountability, more frequent inventory audits, better visibility into slow-moving and supply-constrained materials, and approximately \$200,000 in estimated annual savings from one storeroom.

SUMMARY

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COMPANY

Metropolitan Utilities District of Omaha: A public utility providing gas and water services in Omaha, Nebraska, and the surrounding area.

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PROBLEM

Metropolitan Utilities District used handwritten forms to issue materials to construction and field employees. Workers manually recorded long SAP job numbers, material quantities, and employee information, after which clerks entered the transactions into SAP.

This manual process delayed inventory updates, required significant administrative effort, and created opportunities for errors caused by incomplete or difficult-to-read paperwork. The organization also needed better inventory visibility, stronger accountability, and a mobile solution that worked with SAP and supported its future technology direction.

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SOLUTION

Metropolitan Utilities District implemented Havensight's SAP-native mobile inventory solution, now offered as **Havensight Inventory One (H1)**.

H1 replaced paper-based material issues with streamlined mobile workflows. Storeroom employees could scan job information, record materials as they were issued, and associate each transaction with the employee receiving the materials. Havensight supported the implementation and helped guide the utility's train-the-trainer approach.

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RESULTS

- Approximately **\$200,000 in estimated annual savings from one storeroom**
- Approximately **\$100,000 annually in direct labor savings**
- Approximately **\$100,000 annually from improved process efficiency and accuracy**
- Paper material orders eliminated
- Clerical data-entry requirements reduced, allowing resources to be reassigned to other work
- Inventory audits increased from once annually to four times annually
- Better inventory accuracy and material accountability
- Improved visibility into slow-moving and supply-constrained inventory
- Warehouse space freed for materials the utility needed
- A repeatable inventory execution model established for additional storerooms

COMPANY



METROPOLITAN UTILITIES DISTRICT

Metropolitan Utilities District is a public utility providing gas and water services to Omaha, Nebraska, and the surrounding area.

Supporting those services requires Metropolitan Utilities District to maintain a dependable inventory of pipe, fittings, meters, excess-flow valves, and other materials used by construction and field teams. Accurate inventory information is important for daily material availability, financial accountability, warehouse planning, and the utility's ability to respond to supply-chain constraints.

The organization operates multiple storerooms and construction centers. Its inventory processes must support current operations while also providing a practical model that can be extended to additional locations as the utility grows.

Customer Perspective

"It was a night-and-day difference. We had no more paper orders. We've got accuracy, we've got accountability, and those are the things that we really wanted to have."

Ron Schell
Manager, Enterprise Applications
Metropolitan Utilities District of Omaha

THE PROBLEM

Paper-Based Inventory Processes Limited Visibility and Accuracy

Before implementing Havensight's mobile inventory solution, Metropolitan Utilities District relied on paper to document materials issued from its storerooms.

A construction or field employee would arrive at a storeroom and provide the SAP job number associated with the work. The job number could be approximately 20 digits long and had to be written manually. Storeroom personnel then collected the requested materials, recorded the items and quantities on paper, documented the employee receiving the materials, and passed the form to a clerk for entry into SAP.

This process created several operational challenges.

Delayed SAP Transactions

Transactions were not recorded in SAP at the time materials were issued. Paper forms had to be delivered to a clerk and manually entered, creating a delay between the physical inventory movement and the corresponding SAP transaction.

Until the paperwork was processed, the SAP inventory record might not reflect what had occurred in the storeroom.

Manual Data-Entry Requirements

At the time the improvement initiative began, Metropolitan Utilities District used three clerical resources to enter inventory information. The organization wanted to reduce the administrative burden and reassign resources to more valuable activities.

Handwriting and Interpretation Errors

Clerks sometimes had difficulty reading handwritten job numbers, quantities, or employee information. When information was unclear, clerks had to contact the employee involved and attempt to reconstruct the transaction.

Questions as simple as whether five or six items were issued could require additional calls and follow-up. These interruptions consumed time and introduced uncertainty into the inventory record.

Limited Accountability

Because material issues were documented manually, it was more difficult to establish an accurate record of who received materials, which job should be charged, and what quantities left the storeroom.

Metropolitan Utilities District wanted a reliable way to connect each material issue to the appropriate SAP job and the employee receiving the materials.



Difficult Physical Inventory and Auditing

The utility's inventory audit process was also paper-based. Its meter inventory, which included meters located on service vehicles, was audited once per year, typically in November. The process was time-consuming and difficult to perform more frequently.

Need for a Mobile, SAP-Centric Solution

Metropolitan Utilities District determined that its replacement solution needed to be mobile, work with SAP, and help prepare the organization for its future SAP HANA direction.

The utility was not simply looking to digitize a paper form. It wanted to improve the complete inventory execution process by capturing more accurate information closer to the point of work.

THE SOLUTION

SAP-Native Mobile Inventory Execution with H1

Metropolitan Utilities District partnered with Havensight to replace its paper-based inventory process with a mobile solution connected to SAP.

The solution deployed at Metropolitan Utilities District is now offered as **Havensight Inventory One**, or H1, Havensight's SAP-native warehouse and inventory execution platform.

H1 provides streamlined mobile workflows that allow warehouse and storeroom teams to execute inventory activities without relying on paper forms and separate clerical data entry. This aligns with the current H1 positioning used in Havensight's existing case-study materials.

Capturing Transactions at the Point of Work

With the new process, storeroom employees use a mobile device to capture the information required for the inventory transaction.

Instead of manually writing a long SAP job number, the job information can be scanned. The materials issued are recorded through the mobile workflow, and the employee receiving the materials is identified before leaving the storeroom.

This creates a direct connection among:

- The materials being issued
- The SAP job receiving the cost
- The employee receiving the materials
- The corresponding SAP inventory transaction

The result is a clearer, more accountable record of inventory movement. If questions arise, Metropolitan Utilities District can identify who received the materials, what was issued, and where the materials were intended to be used.

Eliminating Paper Orders

The mobile workflow eliminated the need to create and process paper material orders. Transactions no longer had to wait on a clerk's desk to be interpreted and entered. Storeroom personnel did not need to depend on



handwritten job numbers, material quantities, or names, reducing the risk of interpretation errors and follow-up calls.

According to Metropolitan Utilities District, the change created a “night-and-day difference” in its inventory process.

Straightforward Training and Adoption

Metropolitan Utilities District described the application as easy to use. The organization followed a train-the-trainer approach and completed employee training along with quality-assurance and quality-control activities. Havensight helped guide the organization in the right direction, while Metropolitan Utilities District handled its internal training process. After several weeks of training and validation, the utility transitioned away from paper orders.

A Foundation for Additional Storerooms

The solution also established a repeatable process for future locations. At the time of the customer interview, Metropolitan Utilities District was using the solution in two storerooms and had acquired additional buildings and construction centers. The utility indicated that it could extend the same functionality to four or five storerooms as its operations expanded.

Rather than creating a different process for each location, Metropolitan Utilities District could use the same mobile inventory execution approach across its storeroom network.

RESULTS

Approximately \$200,000 in Estimated Annual Savings

Metropolitan Utilities District estimated that the improved inventory process generated approximately \$200,000 in annual savings from one storeroom.

The estimate consisted of:

- **Approximately \$100,000 annually in direct labor savings**
- **Approximately \$100,000 annually from process efficiency and improved accuracy**

Metropolitan Utilities District indicated that the overall benefit could be greater because the value of improved accuracy, accountability, and process efficiency is difficult to measure completely.

Estimated Annual Benefit

Benefit category	Estimated annual savings
Direct labor savings	\$100,000
Process efficiency and improved accuracy	\$100,000
Total estimated annual savings	\$200,000

Estimated savings from one storeroom, based on information provided by Metropolitan Utilities District.

Improved Inventory Accuracy

Capturing inventory movements through the mobile process reduced reliance on handwritten information and manual interpretation.

Job information could be scanned, material quantities could be captured during the transaction, and the employee receiving the materials could be recorded. This helped the utility maintain a more accurate inventory record and reduced questions about what had been issued.

Stronger Material Accountability

The new process gave Metropolitan Utilities District a more reliable record of each material issue.

The utility could identify the employee who received the materials, the quantities issued, and the job where the

*“Now my warehouse is better functioning.
It’s a better, more accurate warehouse.”*

Ron Schell
Manager, Enterprise Applications Metropolitan
Utilities District of Omaha

materials were charged. This improved accountability and made it easier to research transactions when questions arose.

More Frequent Inventory Audits

The mobile process simplified Metropolitan Utilities District’s inventory and audit activities, particularly for meters held on service vehicles.

The utility previously conducted one major audit per year. With the improved process, Metropolitan Utilities District increased its spot-check and audit activity to four times per year.

More frequent auditing gave the organization additional opportunities to identify and address inventory discrepancies rather than waiting for a single annual count.

Better Identification of Slow-Moving Inventory

Improved inventory information also helped Metropolitan Utilities District identify items that were not moving.

Within approximately six months, the organization began reviewing inventory that was rarely used and determining whether those materials should continue to occupy warehouse space. Some items could be returned to vendors, consumed before purchasing replacements, or removed from regular stock when equivalent materials were readily available from nearby suppliers.

This allowed Metropolitan Utilities District to free warehouse space for new products and materials that were more important to its utility operations.

RESULTS

Improved Supply-Chain Visibility

Metropolitan Utilities District also used its improved inventory information to identify materials that were being consumed faster than they could be replenished.

The organization could monitor the movement of pipe, fittings, excess-flow valves, and other critical items, identify emerging shortages, and adjust material-planning thresholds when necessary.

This gave the utility earlier visibility into potential supply constraints and helped its team determine when additional attention was needed from the supply chain.

A Better-Functioning Warehouse

The value of the solution extended beyond labor savings.

Metropolitan Utilities District described its warehouse as more accurate, more accountable, and better functioning after the implementation. The organization gained improved awareness of inventory movement while simplifying the activities required to issue, record, verify, and audit materials.

Scalable Across Additional Locations

The solution provided Metropolitan Utilities District with a model it could extend to future storerooms and construction centers.

The organization could provide additional locations with the same mobile functionality already used in its existing storerooms, allowing new facilities to follow a consistent SAP inventory execution process.

RESULTS AT A GLANCE

\$200,000

Estimated annual savings from one storeroom

\$100,000

Estimated annual direct labor savings

\$100,000

Estimated annual process-efficiency and accuracy savings

100%

Paper material orders eliminated

4X / YEAR

Inventory audits and spot checks, compared with one annual audit previously

3-~1.5

Reduction in clerical data-entry resource requirements, with resources reassigned to other work

CONCLUSION

By replacing paper-based material orders with SAP-native mobile inventory execution, Metropolitan Utilities District transformed a manual, administrative process into a faster and more accountable inventory workflow.

H1 helped the utility eliminate paper orders, reduce data-entry requirements, improve inventory accuracy, strengthen material accountability, conduct audits more frequently, and gain better visibility into slow-moving and supply-constrained materials.

The result was a better-functioning warehouse operation and approximately **\$200,000 in estimated annual savings from one storeroom**, with a repeatable model that Metropolitan Utilities District could extend to additional locations.

"It was a night-and-day difference. We eliminated the paper, improved our inventory information, and gained the accuracy and accountability we wanted. We estimate the savings at around \$200,000 a year, and we believe the actual value is probably higher."

Ron Schell
Manager, Enterprise Applications
Metropolitan Utilities District of Omaha



Ready to Eliminate Paper-Based SAP Inventory Processes?

Havensight Inventory One helps SAP-centric organizations replace paper, spreadsheets, and legacy mobile applications with streamlined warehouse and inventory execution workflows.

H1 gives warehouse and storeroom teams a simpler way to execute inventory activities while improving transaction accuracy, inventory visibility, and accountability.

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