



# The Computerworld Honors Program

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## Final Copy of Case Study

**LOCATION:**  
*Ontario, Canada*

**ORGANIZATION:**  
Navy ERP

**YEAR:**  
*2011*

**ORGANIZATION URL:**  
<http://www.navy.mil>

**STATUS:**  
*Laureate*

**PROJECT NAME:**  
Navy ERP

**CATEGORY:**  
*Safety & Security*

### PROJECT OVERVIEW

When considering the U.S. Navy, one almost always thinks of mighty aircraft carriers, nimble destroyers, and stealthy submarines. But the Navy also has another kind of asset that few people know about — and this one possesses extraordinary sensitivity, has extreme maneuverability, and requires a new level of care and maintenance – dolphins! The U.S. Navy Space and Warfare (SPAWAR) Command in San Diego California is responsible for procuring, training and equipping dolphins for a variety of missions, and tracks them as fixed assets in SAP. Deloitte, and others, recently built the Navy ERP Merged Solution, which is an SAP-based system that enables the Navy for financials, acquisition, program management, and logistics/supply functions. The objectives for building the solution were to help the Navy attain the highest standards for secure, reliable, accessible, and current information as well as increase efficiency, and thus save money, by updating and streamlining business processes. The solution uses the FI/CO, SD, AM, HR, PS, MM, SCM modules of SAP as well as LSO, Portals, BW, and BI. It is deployed to 44,000 Navy users and about 35 percent of the current total Navy funding flows through this system. The solution features functionality for managing fixed assets as well as for approving, using, and paying government procurement cards (credit cards). SPAWAR is one of the naval commands that uses this system. SPAWAR has been live on the SAP system implemented by Deloitte for several months. As part of its support to the program, Deloitte staffs and operates the Tier III help desk. The help desk recently received a high priority ticket from SPAWAR titled, “Dolphins will die!” Apparently, the government procurement card that is used to buy the food and equipment needed to care for the dolphins had failed. Those manning the help desk rapidly resolved the issue and successfully re-enabled the card. As a result, the specific dolphin-related purchase order was successfully processed. And, as Tim Meyer, Principal/SAP Federal Service Line Leader, cheerfully noted: “No dolphins were harmed in the testing or operation of this system!”

### SOCIETAL BENEFITS

Efficient, technology-enabled procurement processes contribute to the Navy’s ability to rapidly respond to crises and to sustain cutting-edge, environmentally friendly



programs, such as the innovative partnership between marine mammals and humans.

## **PROJECT IMPLEMENTATION COMPLETE?**

Yes

## **PROJECT BENEFIT EXAMPLE**

SPAWAR received the food and equipment needed to care for the dolphins in this particular instance, and technologies and processes have been put in place to help ensure the long-term well being of these valuable marine mammals. In addition, the system allows for the Navy to see and move finances and coordinate logistics for rapid response and changes to Navy Missions. This is extremely important since the US Navy is often called upon to respond to natural disasters such as the Haiti earthquake or the oil spill in the Gulf of Mexico. The Navy ERP Program as a whole enables the Navy to function better as an enterprise by providing integrated processes and information, which unite previously siloed functions. One result is more rapid and informed decision-making since the system provides managers with financial transparency and total asset visibility. Another is the realization of enterprise-wide efficiencies, the savings from which are returned to recapitalize the Navy. “The Navy ERP 1.1 Single Supply Solution is transforming the way the Navy operates. The resulting efficiencies enable the Navy to operate more effectively and at a lower overall cost,” noted Rear Admiral, Mike Lyden, US Navy Chief of Supply.

## **IS THIS PROJECT AN INNOVATION, BEST PRACTICE?**

Yes. There are currently 15 ERP programs in the US Department of Defense. The Navy ERP Program has been deployed in a cost-effective manner with more end users and more functional scope than other comparable programs. The Assistant Secretary of the Navy for Financial Management and Comptroller (ASN FM&C) has selected the Navy ERP SWARM Team, i.e. the multi-disciplinary engagement team assembled for the Program, as the 2009 ASN FM&C Business Transformation Award recipient at an Echelon II (or above) command level. The Navy ERP SWARM Team was chosen for its significant contribution to the improvement of financial management within the Department of Navy by ensuring that people, processes and systems are properly aligned and operating efficiently.

## **ADDITIONAL PROJECT INFORMATION**

This solution has a lot of interfaces into the Navy and Department of Defense legacy systems and supports many of the Navy’s back-office processes. The Deloitte team has been assisting the U.S. Navy for 10 years as it progresses on its SAP journey. Through this work, the engagement team has amassed unparalleled knowledge of the processes and systems employed by the government and the U.S. Navy.