

The SAP[®] Utility Template Powered insight

Many utility companies today have implemented—or may be considering—SAP systems to help them provide better services for their customers and improve customer experiences. But faced with rising cost pressures and customer demands, these utilities need better ways to deliver even higher levels of service because their current customer relationship management (CRM) systems may just not be up to the task.

At the same time, many of the same utilities are testing smart meter technology that will greatly improve operational efficiency. However, their current systems may not provide the functionality and flexibility to help utilities realize all of that potential. How can they upgrade their systems to enhance functionality while keeping implementation costs and risks down?

Get smarter, faster

Ask leaders at any large or mid-market investor-owned, cooperative, or municipal utility what their top concerns are and they will likely cite managing costs, enhancing services, improving operations, and using advanced technologies to increase revenues. They also recognize that improvements to contract management, enhanced customer service, and smart meter technology through upgrades or system transformation are all ingredients in meeting those challenges.

Some utility leaders may hesitate because upgrading their systems can involve a lot of complexity and higher costs. But there is an alternative. Deloitte Consulting has revamped the pre-configured Power & Utilities SAP Utility Template to include new functionality, industry-specific workflows, mobile work management for field workforce through SAP Syclo Work Manager app, and greater speed and efficiency that can help utilities achieve their objectives faster and at a lower cost.

The SAP Utility Template, which can be tailored to each utility's specific needs, provides user-friendly and efficient customer interaction screens in CRM 7.2, integration with smart grid processes, and expanded functionality in work management, project and portfolio management, finances, and assets. Configured processes include meter lifecycle management, automated meter reading, and billing; leveraging advances in meter data management integration to support the journey toward demand side management.

How we can help

For utilities that want to improve their customer relationship and billing systems—or are considering a first-



time deployment of a full ERP suite of functionality—the upgraded, pre-configured SAP Utility Template provides the technology, leading practices, and processes to help enhance system value and drive benefits. With these changes, utilities can provide better customer service and jump-start design and deployment in less time at a lower cost, and with fewer risks. The result? You can be faster to market and improve performance.

Deloitte's broad functional capabilities include significant experience implementing ERP, customer care, and work management systems into utilities of all sizes. We provide the in-depth knowledge and understanding to help meet challenges facing you. Plus, our close collaboration with SAP means that we can deliver effective business solutions targeting customer concerns. And when challenges arise that call for other disciplines, we can tap into a range of capabilities such as consulting, financial services, and risk management.

Key components of the upgraded SAP Utility Template include:

Customer Relationship Management (CRM)

- Quicker and more accurate customer identification
- Mobile work management and asset data maintenance functionality to improve accuracy, efficiency, and productivity of field workforce
- Improved contract management and customer move-in/move-out
- Streamlined and efficient processes to quickly address 80 percent of typical customer inquiries
- Enhanced account administration and payments
- Better payment processing and arrangements
- Customer alerts and agent inbox
- Industry-specific workflows for utilities

Work Management (EAM)

- Mobile work management and asset data maintenance functionality to improve accuracy, efficiency, and productivity of field workforce
- Linear asset management functionality
- Distribution construction processes including compatible unit design estimating

Finance, Controlling, and Asset Lifecycle Accounting (ALA)

- Fully configured SAP Financials functionality including New GL, cost allocations, cash management, and intercompany processes
- Utility industry-specific chart of accounts (natural and FERC)
- Functionality to track and automate the financial lifecycle of utility assets
- Integration of work management and asset accounting to enable FERC-compliant asset lifecycle automation
- Includes CCNC processing, unitization via as-built data and asset reserve accounting

Project and Portfolio Management (PPM), including resource management

Other features and business scenarios include:

- Integrated contract management capabilities (replication checks, bill adjustments, date adjustments)
- Automatic alerts generated based on customer and service location status
- Performance configuration and search functionality enhancement to quickly identify relevant contract accounts, premises, and customers
- Alignment between CRM and contract accounting for key areas, such as enhanced account balance view, payment plan, security deposits, credit history, payment search, adjustments
- Management of mass owner allocation processes for customers
- Follow-up task management to enable timely tracking of pending customer inquiries/services
- Low-income program enrollments and payments
- Ability to mask sensitive customer data based on business role
- Framework to easily integrate with third-party software for bill presentment, and available integration and configuration of StreamServe Bill Presentment
- Ability for customer service representative to trigger notifications for service investigations
- Mass create devices (enhanced for advanced metering infrastructure (AMI)-related fields)
- Deployment planning and installation of new smart meters
- Process flow suited to meet mobility requirements for Utilities
- Work Clearance Management for lock-out and tag-out of equipment
- Mobile work and asset management to allow the field workforce to update functional location and equipment master data, create and update work orders and notification, and perform time entry and work order completion using their mobile device

Bottom-line benefits

- Accelerate development of user interfaces through pre-built customer service screens that can handle 80 percent of typical customer inquiries
- Plug and play mobile SAP Syclo Work Manager app for field workforce
- Provide tested CRM 7.0 enhancements
- Accelerate productivity improvements with plug and play mobile SAP Syclo Work Manager for field workforce
- Reduce implementation costs and risks
- Get to market and adapt to customer needs faster
- Jump start the integration with market leading meter data unification systems for AMI and complex billing
- Lower operating costs by eliminating manual processes, third-party applications, and legacy systems

Technical attributes

- Created on an ECC 6.0 EHP6 and CRM 7.0 EHP2 platform with PPM 5.0 and MRS 10.0 add-ons
- Integrated with Syclo Work Manager 6.0, OpenText StreamServe, and Itron Enterprise Edition Meter Data Management v8.1.921

How to get more value from the SAP Utility Template

Effective upgrades to a CRM system, integration of smart meter technology, enablement of field service personnel with mobile applications, and implementing Asset Lifecycle Accounting and PPM are major initiatives. Here are a few things we've learned that can help:

Spend wisely. Pre-configured solutions like the SAP Utility Template require less investment and are faster to implement. Our solution can be tailored to your specific requirements to drive performance.

Don't reinvent the wheel. It is time-consuming and expensive to build interfaces that link older enterprise systems and applications with other internal and external services. An out-of-the-box solution like the SAP Utility Template offers content that can be leveraged to develop the required interfaces quickly and provide other customer development.

Learn from others. Deloitte's SAP Utility Template has a variety of enhancements and workflows, which were adapted through numerous implementations and support experiences gained from previous utility initiatives.

Get leading practices now. Why take the time to figure out how to be the most effective and efficient in your implementation or upgrade? The SAP Utility Template includes common leading practices to help you get there faster and more effectively, saving you time and money.

For a demonstration of how the SAP Utilities Template can help your business, please contact:

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