



## Deloitte Content Management Solution for Utilities

Enhancing efficiency and control by digitizing power and utility company operations

The demands being placed on power and utility companies are increasing. Pressures to improve health, safety and environmental (HSE) performance, including regulatory compliance, emission reductions, and grid security, along with smart grid and distributed generation, are challenging utilities to evolve their business models and find new paths to growth. Meanwhile, customers increasingly expect their utilities to deliver the same seamless billing and customer service experience

as they receive from leading e-commerce providers. These challenges and others, ranging from attracting talent to responding to heightened litigation activity, all have a common denominator: the availability and dependence on information today is staggering. This dependence is seen in highly paper-intensive regulatory and compliance processes, increased sophistication around personalized billing, and a need for improved management of non-transactional information flowing

through the grid. Information should be managed better, kept secure and be made available in an experience similar to leading commercial online experiences currently known. In order to surmount these challenges, power and utility companies should better leverage unstructured and structured content in all of its forms (e.g., documents, records, e-mails, multimedia, and more) and through more channels in a way that is easy to use and highly effective.

## Introducing an integrated approach to content management

The Deloitte Content Management Solution for Utilities enabled by OpenText technologies helps companies to improve efficiency and gain greater control by providing a scalable, digital platform and a holistic approach for managing content. This includes structured and unstructured information across the enterprise that can be used to drive growth, enhance customer service, support mergers/acquisition integration, and satisfy legal requests, security and compliance requirements. The solution enables information-enriched processes to make relevant, role-based information available to users when and where they need it. To do this, the solution utilizes the OpenText Content Server software as a central repository for managing unstructured content and then as needed integrates and enhances it with structured data (such as SAP® transactional data). Through this integration, which can be extended to CAD systems and other applications, the solution provides users with a single view of unstructured content, multimedia and structured ERP data. Embedded security features, version control, and leading practices help mitigate the risks associated with managing sensitive information, and pre-configured workflows help to streamline processes as well as accelerate solution delivery.

### Solution capabilities

The Deloitte Content Management Solution for Utilities can support those within the enterprise who need to produce, interpret, and manage information. Content producers can create documents more efficiently, while generating content that is easier to understand and disseminate. Content users can access documents and data more readily and confirm that they are getting up-to-date information. And, content managers can gain improved visibility into content and have better control over revisions, compliance, and reporting.

### Enables improved customer-service and billing processes

By integrating with existing systems

and embedding content into business workflows, the solution enables efficient real-time processes. Consider this scenario: A customer calls to request a repair or report an outage. From there, the system automatically dispatches a work order to a maintenance technician who receives it on a mobile device along with relevant manuals and videos showing repair information and equipment parts. Once the technician completes the repair, a picture or video can be captured confirming the repair (or using it as a baseline for future monitoring). Once done, the technician can then close out the repair ticket—again from a mobile device in the field. The system automatically updates relevant backend systems, noting that service has been restored. Any charges to the customer are also recorded within the billing system. At month end, the solution generates a bill that is enhanced by OpenText StreamServe. The customer then pays the bill and a credit is applied within the third-party customer account module such as SAP Customer Relationship and Billing.

### Supports engineering and systems ops

The solution can be integrated with existing CAD systems. This integration maintains the integrity of original documents while allowing for mark-ups, workflows and audited transmittals via online or mobile devices. The solution can additionally capture processes, procedures and tacit know-how and make this information searchable and shareable. Sensitive documents, such as schematics for plant and equipment and real-time supervisory control data acquisition (SCADA) systems, can also be securely maintained in the system. This content is protected by security levels, auditability and access review based on utility-specific industry practices. Collectively, these capabilities help the organization in its efforts to retain institutional knowledge and to protect sensitive information, while enhancing the ability to share it appropriately.

### Facilitates regulatory and legal compliance

With robust records management capabilities, the solution supports all aspects of managing critical documents,

including escalation and due-date tracking, as well as archiving and destruction. Furthermore, it streamlines compliance processes in a number of ways. For instance, it automatically captures and communicates the underlying information needed to report on HSE (Health, Safety and Environmental) compliance both internally and to third parties. It also provides an automated process for authoring and reviewing standard operating procedures quickly, to replace sections easily and make relevant content available in real-time through multiple formats and devices. And with litigation activity on the rise, it can offer secure, searchable access to content commonly requested in legal proceedings, and allows it to be tagged for legal-hold status.

Additional capabilities provided by the solution may include:

- Enables knowledge-transfer and training
- Supports due diligence as well as post-merger integration
- Accelerates billing processes and delivers targeted customer communications
- Provides a flexible, searchable marketing collateral platform
- Supports rate-case development

### About our Digital Content practice

Producing one version of the truth requires more than the right technology infrastructure. Deloitte's digital content consulting services are designed to provide the strategic advice that organizations can use to help improve business performance. Rather than a narrow focus on technology and data, our services address the need for integration throughout the domains of technology, processes, and people, as well as across multiple channels, such as traditional, mobile, and social.

Our practitioners are well versed at every level of the digital content stack, which includes enterprise content management, digital asset management, web content management, records management, online commerce, and analytics. We bring

an extensive set of capabilities that are grounded in a deep understanding of the business issues within the power and utility industry.

Our Digital Content practice also works closely with our SAP practice to integrate OpenText software components with SAP solutions, extending the value of your business applications. SAP business applications are commonly used in the power and utilities industry and can be an important part of an overall approach to information management.

## Summary of potential benefits

- An agile, scalable platform for growth, delivering an enterprise approach to content management and a modern, consistent user experience
- Enhanced information quality and employee productivity by automating manual, repetitive processes
- Reduced costs by eliminating paper-based processes and the storage and management challenges that accompany them
- Better decision-making through provision of role-based information when and where it is needed
- Increased effectiveness of training as well as internal and external communications through greater use of multimedia
- Enhanced customer satisfaction and employee engagement by providing targeted, personalized information
- Improved security via embedded controls and leading practices

### To learn more

At its core, the Deloitte Content Management Solution for Utilities supports the digital transformation of utility operations, which is central to meeting changing customer expectations, satisfying complex compliance requirements, and navigating disruption in the sector related to renewables and distributed generation. To learn more about how Deloitte and OpenText can assist you in your digital transformation efforts, please contact one of the following:

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