

Create a Solution

Capgemini Expertise in SAP for Utilities



Flexibility, reliability and speed of innovation are vital capabilities for utilities

Market Issues

Deregulation has radically altered the utilities environment, creating fierce competition, spurring fundamental reorganization in the market and sparking a flurry of mergers and acquisitions. While this gives customers more choice, the new set of demands puts ever greater pressure on utilities.

Flexibility, reliability and speed of innovation are now vital capabilities for utilities as they respond to the drivers of deregulation and competition. In view of these fundamental changes taking place in the market, it is becoming ever more essential for each of the players involved to move forward in the right direction.

New ways of doing business require new business strategies, processes and systems, and the ability to use the utility's key asset, information, more efficiently.

Utility companies choose SAP technology because it helps optimize their systems to keep pace with rapid and unrelenting change within the industry. It enables flexible and responsive environments, which deliver timely and accurate information across distributed corporate functions and divisions. More importantly, with its specialized solution specifically focusing on utilities, SAP helps utility companies identify the solutions needed to act on this information, with customer value, efficiency and profitability as keywords in the SAP approach.



Capgemini—Global SAP Alliance Partner

Business Suite 7 Ramp-up Partner

The Reliable Partner

When you partner with Capgemini, you can count on decades of industry experience and expertise well beyond the 4500 successful SAP projects we have completed for more than 1900 clients worldwide. That is because our dedicated SAP consultants team together to exceed customer expectations.

We have been a Global Implementation Partner for SAP for more than 17 years, and the partnership is strong and growing. Our partnership goes far beyond “formal” alliance activities with significant focus on field level engagement with SAP account executives and solution level engagement with SAP Industry Business Unit for Utilities. It is this depth and breadth of partnership that enables Capgemini to quickly bring to bear the best combination of skills and resources required to solve any customer situation.

Our industry recognized competency (including by Gartner) in ESA/SOA and long-term partnership/commitment with SAP in this area has allowed Capgemini customers to serve as NetWeaver/ESA “Showcase” customers and benefit from the move to a services oriented enterprise.

Furthermore, we are a ‘Strategic Development Partner’ of SAP AG. This involves, amongst other things, intense cooperation in areas such as CRM and mobility, but also industry solutions.

For the development of solutions for utility companies, SAP works closely with a select group of carefully chosen strategic partners; including Capgemini. As an example, some of our consultants were involved with

SAP AG in the development of the integration between SAP CRM and IS-U/CCS; others were also involved in activities around EDM (Energy Data Management) and IDE (Intercompany Data Exchange) modules, in particular for localization in several countries. Our latest joint initiative in this space was for the development of IDEX (the country specific market set).

With regard to AMI@SAP, we have partnered in Europe to present the joint SAP and Capgemini solution to address Smart Metering projects.

A Strong Focus on SAP for Utilities Industry Specific Solutions

Capgemini has a long term commitment to the utility industry. We have worked for a long time on SAP for Utilities around both Billing & CRM and Enterprise Asset Management, leveraging our SAP solution footprint.

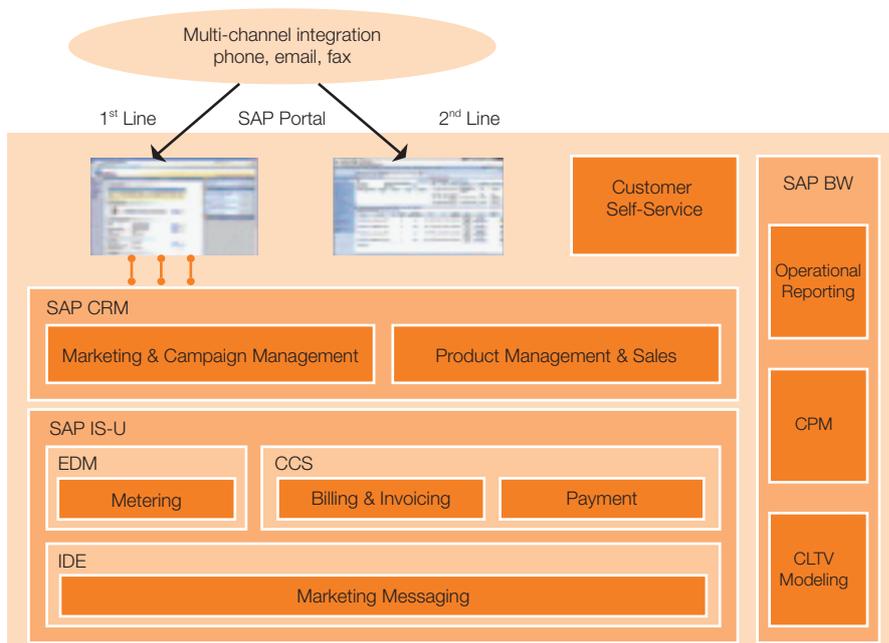
Using the SAP for Utilities solution, we design, build and operate connected enterprise solutions to improve your organization across four key dimensions:

- Enhance customer service
- Improve process efficiency
- Reduce cost
- Harness growth opportunities

Our solution approach leverages and is supported by

- A network of Centers of Expertise (CoEs) focusing on the SAP for Utilities solutions
- A set of accelerators, such as our proprietary Utility Process Model Plus (UPM+)
- Pre-configured templates, embedding leading industry practices

Figure 1 : Systems Architecture for Billing & CRM



Capgemini Centers of Expertise Network

Delivery supported by global and local centers spanning the globe

The Centers of Expertise SAP for Utilities

The Capgemini CoE network is structured around a global Center of Excellence, which coordinates the activities of our eighth Centers of Expertise based in the Benelux, France, Germany, the Nordic region, Spain, UK, Canada and India. The role of the Center of Excellence is to maintain a constant relationship with SAP Industry Business Unit for Utilities, provide thought leadership and, relying on dedicated teams and infrastructures, provide direct support to project delivery.

This approach and associated methodology is incredibly powerful and it ensures project staffing scalability as well as knowledge transfer across different countries. It has been successfully used on more than 100 SAP for Utilities projects in 19 different countries, combining global and local experience.

We believe that the leveraging of leading practices is key for delivering successful projects. Our CoEs leverage Capgemini global industry experience and transfer it locally to each project, giving our clients – wherever they might be located – the best of our collective experience.

Our CoEs provide our clients with five main services:

- Team of industry experts
- Accelerators & templates
- Knowledge base
- International training centers
- Distributed delivery (a blend of working on—and offshore depending on the specifics of a customer project)

Team of 1,500 SAP for Utilities experts

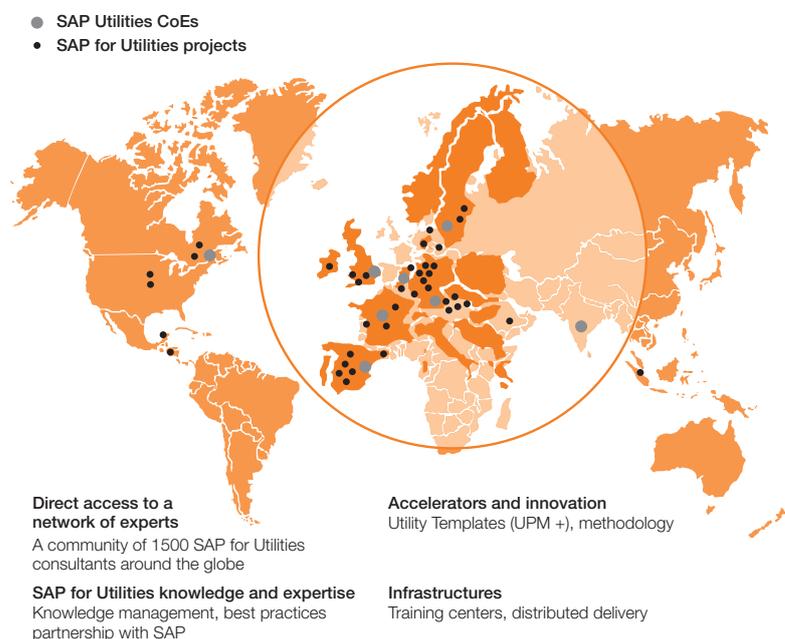
Our expertise is delivered by regional teams of experienced senior SAP consultants who are able to combine their knowledge of all SAP for Utilities components with their knowledge of the utility industry and future developments within it.

The regional teams are supported by specialists from the global Center of Excellence. The support is delivered in two ways: on one side the knowledge and experience is transferred and shared with the team involved on the client's premises, while on the other side the international specialists take an active role in finding solutions for the specific project and client situation, based on our industry leading practices.

In order to provide improved flexibility and cost-effectiveness to our clients, our regional teams can take advantage of distributed delivery and be supplemented with resources from our Indian CoE, which offers a comprehensive set of services and expertise in the area of SAP for Utilities:

- Remote configuration
- Expertise in ALE/IDOC, IDE and XI
- Integration with other SAP and non-SAP products
- Technical support
- Data migration
- Enhancements development
- Application Management

Figure 2 : Capgemini Centers of Expertise Network



Capgemini Accelerators and Templates

Capgemini approach and proof of concept: leveraging the SAP for Utilities templates

Capgemini has developed the SAP for Utilities templates for energy & water companies to facilitate proof of concept and implementation of SAP for Utilities solutions, focusing on billing, CRM, BW and mobile integration. The templates include a business case, process models and flows as well as preconfigured functionality, and are continuously enriched with projects experience.

The leveraging of Capgemini international expertise network, focusing on sector-specific issues, was key in building the templates:

- Utility business requirement experts based in The Netherlands, Denmark, France, Canada and Germany
- SAP solution expertise center based in Waldorf, Germany
- Mobile workforce experts based in Dusseldorf, Germany
- COE Utilities in Mumbai, India

Capgemini unique solution for Energy Retailers

Our latest solution and offering, E'Tailer, is intended for the specific needs of Energy Retailers. This is an offering allowing Utilities, in their new competitive environment, to lower the cost to serve their clients.

Figure 3 : System Components of the Water Template

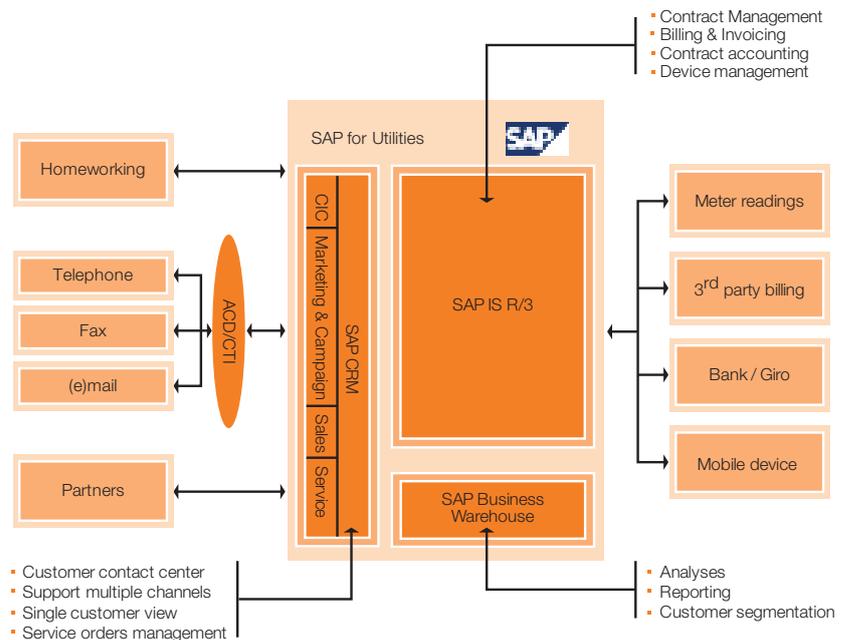
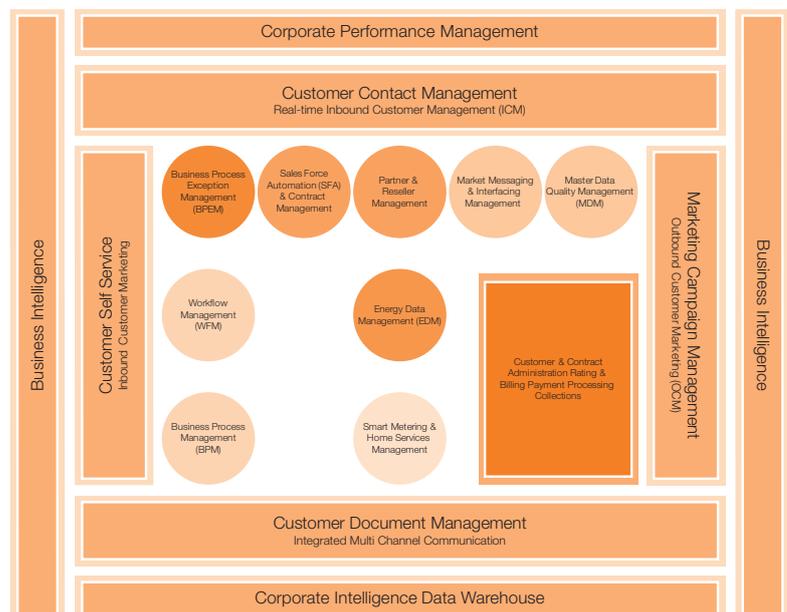


Figure 4 : E'Tailer Solution Components



It consists of a Lean Sigma based approach to processes, full automated workflow driven configuration of SAP, a dedicated customer contact center front-end (based on the ESOA architecture and standardized enterprise services with Netweaver XI), an integrated Corporate Performance Management framework (based on NetWeaver BI) as well as integrated best of breed tools, document management and archiving, print & channel formatting solutions as well as data quality.

Capgemini proprietary methodology for SAP for Utilities implementations

Capgemini offers accelerators and templates that make our industry leading practices available to our customers. Templates are an integrated set of processes model, called Utility Process Model Plus (UPM+) and pre-configured functionality, designed to help you implement SAP systems better, faster and with greater value.

By deploying a robust combination of our industry practices via our accelerators and templates with SAP methodologies and tools, we can reduce your time to market and cost of change.

Supported by a knowledge base that contains document templates, questionnaires and configuration guidelines, the project teams select the appropriate configuration paths, based on each client's unique business environment.

Typically, the deployment of Capgemini UPM+ methodology along with pre-configured functionality within such projects reduces prototyping and conceptual design efforts, as well as the overall length of project duration.

Another major benefit of using this approach during a SAP for Utilities project is the possibility of facilitating the integration of business processes and SAP Utilities in the initial phase of the project.

In particular, UPM+ and pre-configured functionality has been proven in projects for:

- Process design
- Requirements analysis
- Visualization and communication
- Distribution of leading practices
- Base line configuration

Knowledge Base

Capgemini continuously invests in its SAP for Utilities knowledge base, which contains questionnaires, check-lists, parameterization guides, best practice descriptions.

Capgemini project teams can permanently access the knowledge base through the web via specific password-protected procedures, in order to ensure security between projects.

International Training Centers

Our state-of-the-art training centers have all the facilities and experience to develop and organize customized education and training programs dedicated to SAP for Utilities.

Capgemini has developed internal training material based on UPM+ and provides industry leading practices from various IS-U, CRM and Enterprise Asset Management projects.



Capgemini Experience and References

More than 100 SAP for Utilities projects in 19 countries

Our experience in implementing SAP for Utilities solutions spans the gas, electricity and water sectors, in regulated and deregulated markets, throughout the globe, as illustrated by the selected references below:



DONG Energy – Denmark

IS-U/IDE & EDM localization to support entry into the full retail competition Danish Power Market.



E.on Sales & Trading – Germany

Increased business process efficiency and transparency with SAP Utilities (IS-U/EDM & IDE) in German deregulated market.



Essent – Netherlands

Implementation of IS-U/CCS solutions to serve gas and electric I&C customers in the Dutch competitive energy market. Separate systems were setup for the supplier and grid branches.



Gas Natural Group – Spain

IS-U/CCS solution to support the liberalization of the Spanish gas market. The solution provided the key to the group's future expansion, and enabled an extended product and service portfolio.



GDF Suez – France

In preparation to the opening of the French market, implementation of a solution to manage GDF Suez's distribution network 10 millions customers, based on SAP (IS-U/CCS & EDM & IDE, BI) and integrating existing applications through an SOA approach.



Hydro-Québec – Canada

First live implementation of SAP CRM for Utilities in North America to support a major business transformation of the Retail and Distribution arms (IS-U/CCS, CRM, BI, Portal) affecting 3,500 users.



Marafiq – Saudi Arabia

First live implementation of IS-U/CCS in the Middle east, realized in only 12 weeks.



ONE – Morocco

Enhanced performance and productivity for 2,200 users in the customer management functions through SAP for Utilities (IS-U/CCS, CRM, PM/CS), for the Retail and Distribution arms.



Göteborg Energi DinEl AB – Sweden

First live implementation of the SAP for Utilities template for mid-size Utilities (IS-U, CRM, BI). The solution enables this pure retail utility to provide faster customer service and offer new products.



TMVW – Belgium

9 months implementation of the SAP for Utilities template for Water Companies.



Welsh Water – UK

SAP's Mobile Asset Management (MAM) based solution to manage planned and reactive maintenance activities for network assets, used by more than 600 craftspeople and inspectors..



WML – Netherlands

First live implementation of the SAP for Utilities template for Water Companies (IS-U, CRM, BI).



About Capgemini and the Collaborative Business Experience®

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies.

Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working – the Collaborative Business Experience™ - and through a global delivery model called Rightshore®, which aims to offer the right resources in the right location at competitive cost. Present in over 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and

employs over 90,000 people worldwide.

With 1.2 billion euros revenue in 2008 and 12,000+ dedicated consultants engaged in Energy, Utilities and Chemicals projects across Europe, North America and Asia Pacific, Capgemini's Energy, Utilities & Chemicals Global Sector serves the business consulting and information technology needs of many of the world's largest players of this industry.

More information about our services, offices and research is available at www.capgemini.com/energy

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