

# SAP - Solution Template for Water Industry from CALORIE



**A Best Practice based Pre-configured Template on SAP IS-U/CCS and CRM for the Water industry to strengthen Project Delivery, increase Efficiency and reduce Implementation Effort and Time**

Calorie SAP solution template for the Water industry is an SAP based solution accelerator on the SAP IS-U/CCS and SAP CRM platform. The solution incorporates a preconfigured template for business processes across the areas of Customer Relationship Management, Meter Management, Contract Billing, Account Management and Data Migration. The solution leverages Capgemini's proven methodology of UPM+ (Utilities Process Model+) developed based on experience gained from previous engagements with leading customers globally. Capgemini has combined its deep industry knowledge and business process expertise with proven SAP technology to provide a direct path for achieving process efficiencies.

## **Industry Challenges**

The Water industry around the world is going through a phase of adjustments and adaptation to meet a diverse range of customer needs and regulations. Water companies are faced with the challenge of reducing a significant gap between demand and supply in many areas around the world. Additionally, Water Companies have the responsibility to adapt to climate change and associated regulatory requirements. Affordability of Water bills for the less affluent people is of utmost importance especially during times of economic slowdown. Consequently the industry

is under great pressure in terms of providing a high degree of customer satisfaction while maintaining operational efficiency with minimum expenses. A majority of the water utilities may see a need for a paradigm shift towards a more comprehensive, mature and integrated technology platform. Companies need to be diligent in choosing the right path to renewal

- one that delivers immediate
- two that delivers long-term productivity improvements through automation and process standardization. There is also a need for an enabler to help them reduce risks when they are opting for changes in either the technology landscape or while redesigning business processes.

**Calorie SAP solution template: A Fast and Cost Effective Path to Efficiency Improvement**

Calorie SAP solution template for Water provides an effective template based solution for implementing SAP IS-U/CCS and SAP CRM for the

Water and Waste Water companies. It identifies a set of end-to-end business scenarios, which are based on Capgemini’s best practices developed for the Water industry and it’s deep domain expertise and technical skills. Calorie SAP solution template for Water enables industry-leading performance across different business processes on Customer Relationship Management, Device Management, Billing & Invoicing and FI-CA. The solution, developed with a deep focus on “business needs”, will mitigate the risks of deployment and result in a lower Cost-to-Serve.

**Early Look and Feel**

Calorie SAP solution template for Water provides an early look and feel of the solution being developed for the end users and enables early insight into basic functionalities.

**Accelerated**

Calorie SAP solution template for Water offers a template based implementation. The templates can be easily deployed to ensure a

faster delivery with pre-configured functionalities. The template helps a project implementation to start from a proven and tested platform thus reducing the effort upto 33%.

**Risk Minimization**

The proven business processes are pre-configured on SAP IS-U and thereby provides a working prototype for a real life implementation. It reduces risks of implementation and provides a cost effective solution for Water utilities.

**Business Benefits**

The template enables faster realization of business benefits by ensuring a faster “Go-Live” and a lower TCO. Thereby realizing a higher ROI for Water companies. These Smart CIS offerings will provide a path to improved efficiency and service levels weaving a platform for growth, steering utilities to their desired destinations and beyond.

**Overall Solution Spectrum**

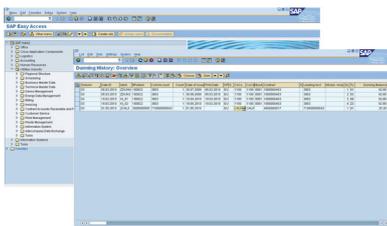


### Template for End-To-End Scenario

Calorie SAP solution template defines business processes for Water & Waste Water management companies. The solution has been built by integrating CRM 7.0 with SAP IS-U/CCS ECC 6.0. This provides a template that deploys proven techniques and best practices to enable streamlined business processes in these areas.

The solution leverages “Accelerated Migration Workbench” for migration upload of customers & technical data into SAP IS-U. Industry terminologies are readily mapped with SAP data migration objects, thereby enabling a faster conversion of the legacy objects.

#### Template Solution



#### Customer Relationship Management

- Interaction Center WEB UI
- Consumer Segmentation

#### Meter Management

- Water Meter
- Disconnection
- Meter Read Management

#### Contract Billing

- Fresh Water Billing
- Waste Water Billing
- Meter Rent

#### Account Management

- Complain Management
- Dunning

#### Data Migration

- Accelerated Migration Workbench
- Object Definition & Mapping
- Upload Strategy

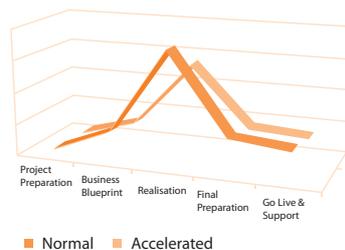
#### Training Manuals

- Ready end user training documents

### Capgemini Testing Framework & Test Scripts for SAP IS-U/CCS

Capgemini derives beyond SAP Test Acceleration and Optimization (TAO) which supports SAP IS-U/CCS customers to create automated test cases for faster testing. Ready SAP IS-U / CCS test scripts are available coupled with test components that can be run as automated test cases. This allows for greater number of business processes being tested in each test cycle and early detection of defects. This provides for upto 40% reduction in testing efforts.

#### Effort Reduction through Calorie SAP solution template



The overall solution is available in the form of Accelerators for Blueprinting, SAP Configuration, Best Practice Process Maps, ‘Accelerated Migration Workbench’, Testing Framework & scripts and Training Manuals.

### Capgemini Proprietary Accelerators

Calorie SAP solution template for Water is backed with proprietary productivity improvement tools. These include the Accelerated Solutions Environment (ASE) which combines a patented methodology with a unique, open work environment to deliver large scale facilitated sessions geared at accelerating timelines, gaining alignment and mitigating risks. Capgemini’s leading Integrated Architecture Framework (IAF) accelerates the effort by breaking down the problem into different aspects of interest and different levels of details. These can be effectively leveraged along with the core Calorie SAP solution template solution for the water industry.

**Calorie SAP solution template for the Water Industry will mitigate risks of deployment and reduce implementation timeline by upto 33%**



**Water Template Offerings Across Project Phases**

	Project Preparation	Business Blueprint	Realisation	Final Preparation	Go Live & Support
Accelerators	<ul style="list-style-type: none"> <li>Best Practice Process Maps</li> </ul>	<ul style="list-style-type: none"> <li>SAP Accelerators for Blueprinting</li> </ul>	<ul style="list-style-type: none"> <li>SAP Configuration</li> <li>Accelerated Migration Workbench</li> </ul>	<ul style="list-style-type: none"> <li>Testing Framework &amp; Test Scripts</li> </ul>	<ul style="list-style-type: none"> <li>Known Error Database *</li> <li>SAP IS-U Training Manuals</li> </ul>
Direct Benefits	<ul style="list-style-type: none"> <li>Accelerated process mapping</li> </ul>	<ul style="list-style-type: none"> <li>Ready template for Blueprint document creation</li> </ul>	<ul style="list-style-type: none"> <li>Pre-configured template on SAP based on best practices</li> <li>Faster data mapping, migration &amp; testing</li> </ul>	<ul style="list-style-type: none"> <li>"Ready-to-go" functional test scripts to aid during unit, system, integration &amp; user acceptance testing</li> </ul>	<ul style="list-style-type: none"> <li>Ready reference for faster resolution of known issues</li> <li>User friendly manuals for quicker super user training</li> </ul>

\* Under development

**Why Capgemini?**

Calorie SAP solution template for Water combines Capgemini's deep industry knowledge and delivery capabilities with proven SAP implementation experience to deliver sustainable results across companies of all sizes. Capgemini has worked on various engagements with leading Water & Waste Water companies across the globe. Capgemini's unique combination of credentials are demonstrated by:

- Deep industry knowledge:**  
Capgemini is ranked #1 in utilities in Western Europe and #3 worldwide for IT services providers, based on 2008 industry revenue.
- Delivery Capabilities:**  
As a leading global provider of technology and consulting services, Capgemini has experts working in the energy and utilities space. We provide consulting and IT services to 10 out of the top 10 Utilities globally.
- SAP implementation experience:**  
As one of SAP's leading System Integrators, Capgemini has over 9,000 skilled SAP resources and has executed more than 5,000 SAP projects for 2000 plus clients. Capgemini is ranked first among leading Global Architecture and Integration practices.



**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™. The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in 40 countries, Capgemini reported 2010 global revenues

of EUR 8.7 billion and employs over 112,000 people worldwide.

With EUR 915 million revenue in 2010 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](http://www.capgemini.com/energy)

**Somnath Chatterjee**  
Vice President, Energy & Utilities  
Capgemini India  
somnath.chatterjee@capgemini.com

**Suvendu Halder**  
Director, Energy & Utilities  
Capgemini India  
suvendu.halder@capgemini.com

**Sanjay Neogi**  
Director, Energy & Utilities  
Capgemini India  
sanjay.neogi@capgemini.com