



Leveraging SAP S/4HANA for utility transformation

Comprehensive services help utilities optimize business agility and customer service



Utilities are facing unprecedented market changes, pressures to become more efficient, and requests to support additional customer expectations, while maintaining reliability and improving safety. Alternative energy sources are driving utilities to rethink their business models and explore and evaluate new business opportunities. Even in regulated markets, savvy consumers require the same level of customer experience provided by modern service providers.

These market dynamics impact utilities in all commodities: electric, gas, water, and wastewater. They will drive innovation across the entire utility value chain from energy supply (generation, procurement) through transmission and distribution, and to those who work with commercial and industrial firms, small-medium businesses, and residential customers.

While utilities are facing new challenges, technology has evolved rapidly to enable utilities in their digital journey. The choices for technology solutions has expanded and with emerging technologies such as artificial intelligence, robotic process automation, and intelligent analytics, utilities can rapidly evolve to adapt to the new business model.

In order to succeed, utilities need a technology platform designed for a digital economy, designed for cloud, analytics, augmented and virtual reality, and agile delivery with optimized operations. One that enables continual improvement of core functions like asset management, field crew deployment, and customer billing, and also support omnichannel customer experiences, new business models, and new revenue streams.

Now is the time for utilities to migrate their operations from legacy systems to the in-memory computing and digital-enabling power of SAP S/4HANA® while implementing a solid yet flexible foundation to support core operations and new business models.

These progressive utilities benefit from new opportunities to become agile and customer-focused businesses to respond to new market developments, all while providing customers with cost-effective services and superior experiences.



A digital core that drives agility and customer focus

The SAP S/4HANA ERP suite is built on the groundbreaking SAP HANA® business data platform. Deployable on-premises or in the cloud, SAP HANA enables utilities to manage and analyze vast data volumes in real time. SAP S/4HANA leverages the power of SAP HANA to optimize core processes—from billing and finance to asset management and customer relationship management (CRM).

For utilities, the SAP S/4HANA digital core delivers game-changing capabilities that support their journey toward greater business agility, enhanced customer-centricity, and new business models and revenue streams.

Customer Information Systems (CIS)

SAP S/4HANA provides utilities with the core ERP capabilities required to optimize business operations. That functionality covers mission-critical processes such as customer billing, meter management, and customer care. The software captures and stores customer data in a single location for real-time management and analysis, all with ironclad security to protect valuable information assets.

Powered by SAP HANA, companies can handle massive data streams and benefit from superior reporting that gives new insights into customer demand and business trends. And enhanced by the SAP Fiori user experience, SAP S/4HANA is easier to use than ever, improving productivity and helping users home in on the most important information and actions.

SAP S/4HANA includes advanced CRM capabilities to optimize management of customer accounts, call-center interactions, and more. Customer engagement is further enhanced through SAP Hybris solutions, now called SAP Customer Experience. With SAP Customer Experience, users can achieve consistent and superior customer interactions across touch points, all while effectively cross-selling a growing range of solutions and services.

Field service management

As a successful utility, you know your greatest risk—and best opportunity for customer retention—lies in how you manage and resolve outages. SAP S/4HANA provides a solid foundation

for managing your assets and deploying your field operations. You can efficiently and cost-effectively connect, disconnect, and replace meters; identify and resolve issues; and deliver the level of service that defines your brand.

SAP Mobile Platform further empowers your field team with powerful mobile solutions. Your people benefit from optimal ease of use, integration with geographic information systems (GIS), and user satisfaction that keeps them engaged and productive.

With SAP Leonardo technologies, you can add augmented reality to improve both training and problem resolution—for example, through smart glasses that provide customized, real-time guidance to field crews. SAP Leonardo also allows you to incorporate IoT sensors and data capture to monitor remote assets, plus machine learning capabilities for predictive maintenance.

Service-oriented business

SAP S/4HANA gives you solid footing on your journey to becoming a service-oriented, customer-centric digital business. In particular, it supports what Gartner calls “bimodal IT,” predictably operating and continually improving established areas, while simultaneously experimenting with new solutions and processes.

With SAP S/4HANA, you have a reliable system of record in the background, integrating and optimizing your core processes. You also gain a flexible architecture that lets you respond quickly to new customer demands, competitive threats, regulatory risks, and business opportunities.

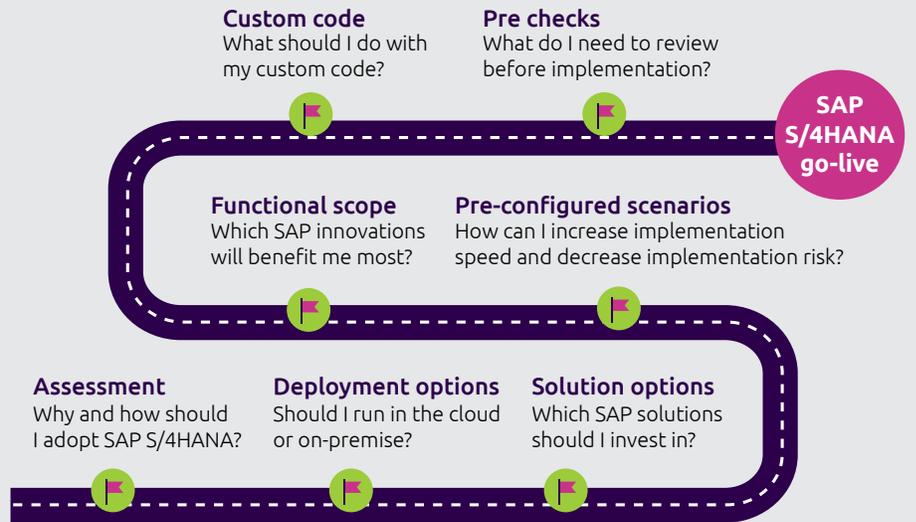
And with Capgemini, you benefit from utility-specific expertise and solutions. Our u2es Transformation strategy, for instance, leverages emerging technologies to drive your transition to an energy services company. Building on insights from a rigorous business and technology assessment, we create a business case and detailed road map to achieve your future market position.

A proven, modular approach

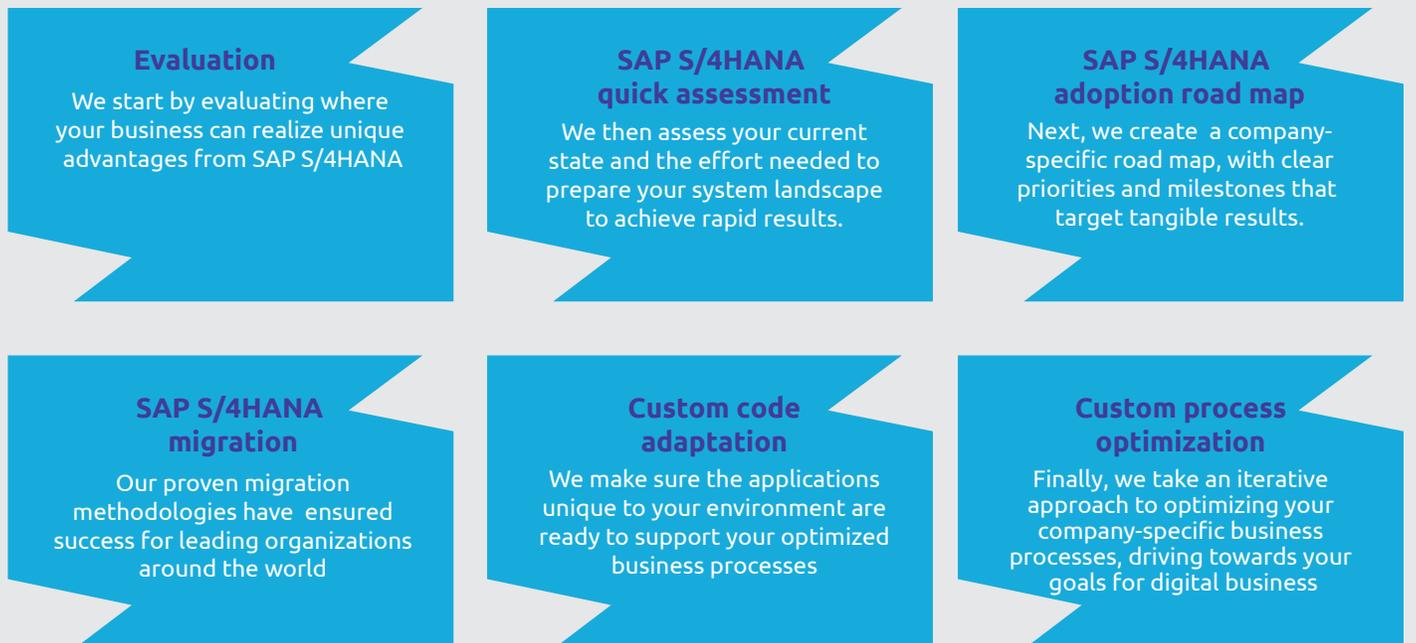
SAP S/4HANA can empower utilities to compete and win in a rapidly changing marketplace. But achieving true operational agility and customer focus calls for thoughtful strategy and careful execution.

Discover how Capgemini's SAP S/4HANA transformation services can help you imagine and realize a better future by digitizing your operations and achieving predictable, profitable growth. Capgemini is a world leader in enterprise resource planning and business information management. We're also a longstanding SAP partner and established leader in SAP software implementations. Our 17,500 SAP consultants deliver the expertise you need to make your SAP S/4HANA migration a success.

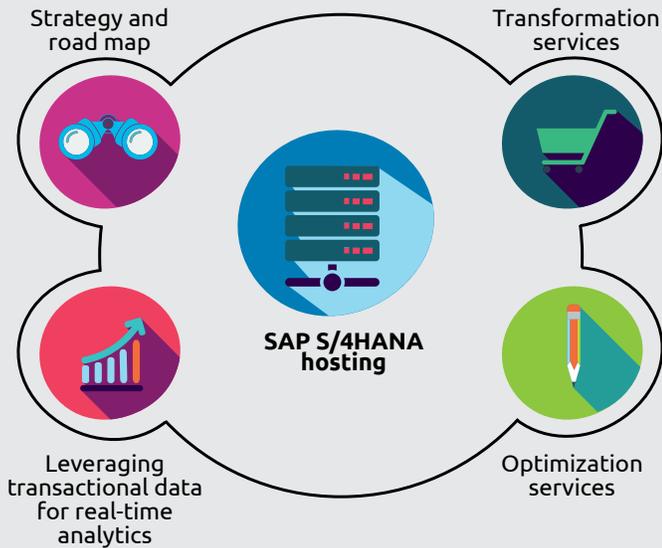
Highway to SAP S/4HANA



Capgemini offers a proven approach for migrating to SAP S/4HANA and achieving digital advantages:



Modular SAP S/4HANA services



Capgemini delivers a complete range of modular SAP S/4HANA services:

Strategy and road map – Assess your current state, establish clear goals, and anticipate the business impact

Transformation services – Benefit from our proven methodology that takes you from identifying opportunities to achieving digital business

SAP S/4HANA hosting – Manage your IT costs and rapidly adapt to changing business needs through state-of-the-art hosting services

Optimization services – Maximize the performance and effectiveness of applications running on SAP HANA

Leveraging transactional data for real-time analytics – Better understand and predict the future of your business.

Capgemini: the world leader in SAP services

17,500
SAP consultants

>3,500
SAP HANA
specialists

>2,000
SAP S/4HANA
specialists

2nd Highest
Number of SAP
certifications

>200
Number of oil and
gas companies
served, across more
than 30 countries



Capgemini client success stories

Capgemini clients are realizing real-world success in their transformations to SAP S/4HANA and business agility. Discover how they are using SAP solutions to leverage new digital capabilities, respond to market changes, and deliver superior customer service.

Multinational energy and services provider

With revenues of \$36 billion, this British multinational is the largest supplier of natural gas and one of the largest providers of electricity in the United Kingdom. It also serves businesses and consumers in Ireland and North America. Its 33,000 employees deliver services to 26 million customer accounts.

Client challenges

The company partnered with Capgemini to successfully migrate its ERP system to SAP HANA in 2016. It then sought to further its digital transformation by implementing SAP S/4HANA. To achieve that goal, it needed a clear road map, a defined business case, and key functionality upgrades.

The Capgemini solution

Capgemini worked with the energy innovator to design, plan, and execute a successful migration strategy. The core project involved upgrading SAP ERP to SAP S/4HANA. We also upgraded SAP Solution Manager, which provides end-to-end application lifecycle management to optimize business processes. The migration included pre- and post-conversion configuration, as well as implementation of the SAP Fiori user experience. The transformation delivered tangible results:

- A simplified data model
- Role-based data and application access
- KPI dashboards and analytics
- New innovations and functionality for core processes, including order to cash, procure to pay, and finance to manage.

European water and wastewater utility

This rapidly growing company produces and distributes municipal drinking water, manages wastewater treatment, and delivers water-related services to support transportation and sports infrastructures. With an operating budget of \$368 million, its 775 employees provide services to 600,000 customers on a daily basis.

Client challenges

The utility had a long history of providing municipal water services. But in the past few years it has achieved rapid growth, expanding into five distinct service lines. Now, new local laws require those services to be delivered by separate corporate entities, yet the company still needs simple, standardized, and integrated operations across those organizations.

The Capgemini solution

The company collaborated with Capgemini and SAP to achieve complete finance and operational transformation. We defined an optimization road map, deployed SAP S/4HANA Finance, and achieved go-live without interrupting operations. The implementation included project portfolio management, plus business planning and consolidation, on a collaboration platform for both internal and external users. The outcomes were notable:

- Improved master-data governance and a single version of the status
- Real-time dashboards, visualizations, and predictive capabilities
- Accurate and integrated performance reporting
- New insights into customer data and demand
- Compliance with all legal requirements
- Mobile enablement through SAP Fiori apps
- A flexible platform that will adapt to changing requirements and future growth.



Spanish natural-gas leader

Certified by the European Commission, this innovative company provides natural gas transmission and regassification services. The assets it manages are essential to the security of natural gas supply and source diversification in the European Union.

Client challenges

The energy frontrunner has been awarded a contract to operate and maintain a major regassification facility. It now seeks to further develop these liquified natural gas (LNG) terminals. To enable this ambitious undertaking, the company turned to Capgemini for SAP S/4HANA transformation.

The Capgemini solution

We are partnering with the natural gas innovator on several fronts. First, Capgemini is overseeing the technical migration to SAP S/4HANA. In addition, we are delivering project lifecycle management, coordinating the hardware sizing, hardware acquisition, and planning for future developments. Finally, we are coordinating between the company and SAP to achieve the best possible software licensing arrangement for the client.

Capgemini has collaborated closely with the company to design, plan, and implement the ERP transformation. The goal is to optimize finance, sales, maintenance, quality, and other core processes. On an ongoing basis, we will support the execution of those mission-critical functions. And through close collaboration with Capgemini India, we are aligning with the company's ambitions to expand into new markets.





About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion (about \$14.4 billion USD at 2017 average rate).

Learn more about us at

www.capgemini.com

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People matter, results count.

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