



# Northwest Utilities Day 2020

**What's Your Plan for the Future?**

## SAP Cloud for Utilities Roadmap

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February 27, 2020

PUBLIC

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# Agenda

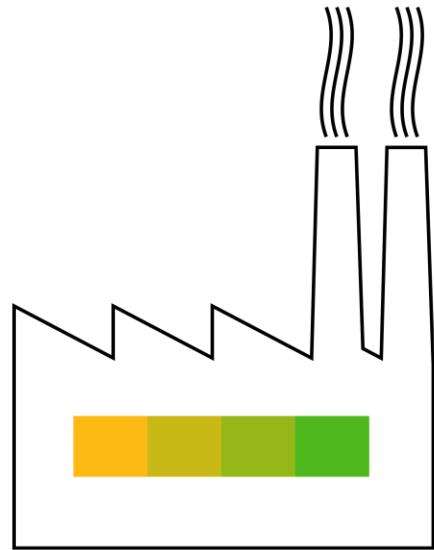
## The Cloud for Utilities roadmap

- A consumable roadmap for NW Utilities
- Partner-led examples of C4U at work
  - Platform4U
  - MeterData4U

# Cloud for Utilities Roadmap



# The Energy Revolution is a large transformation program ...

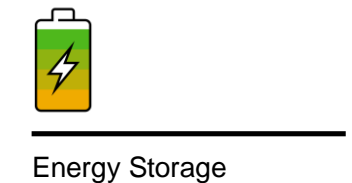
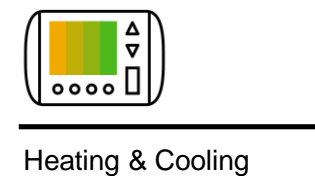
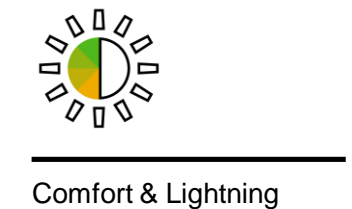
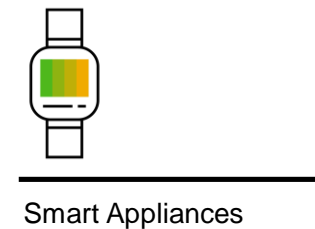
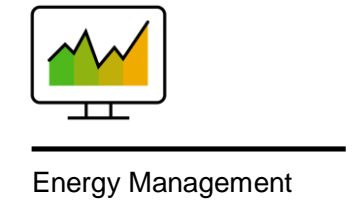
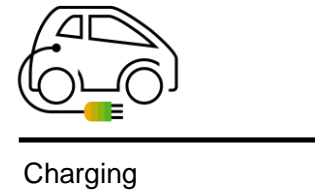
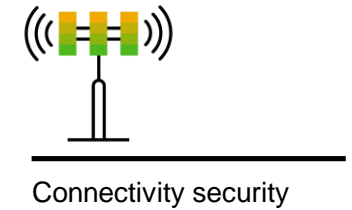
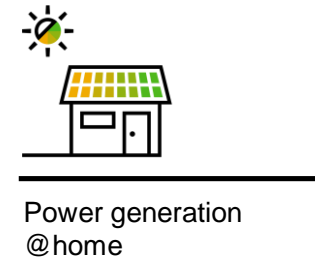


... from centralized ...

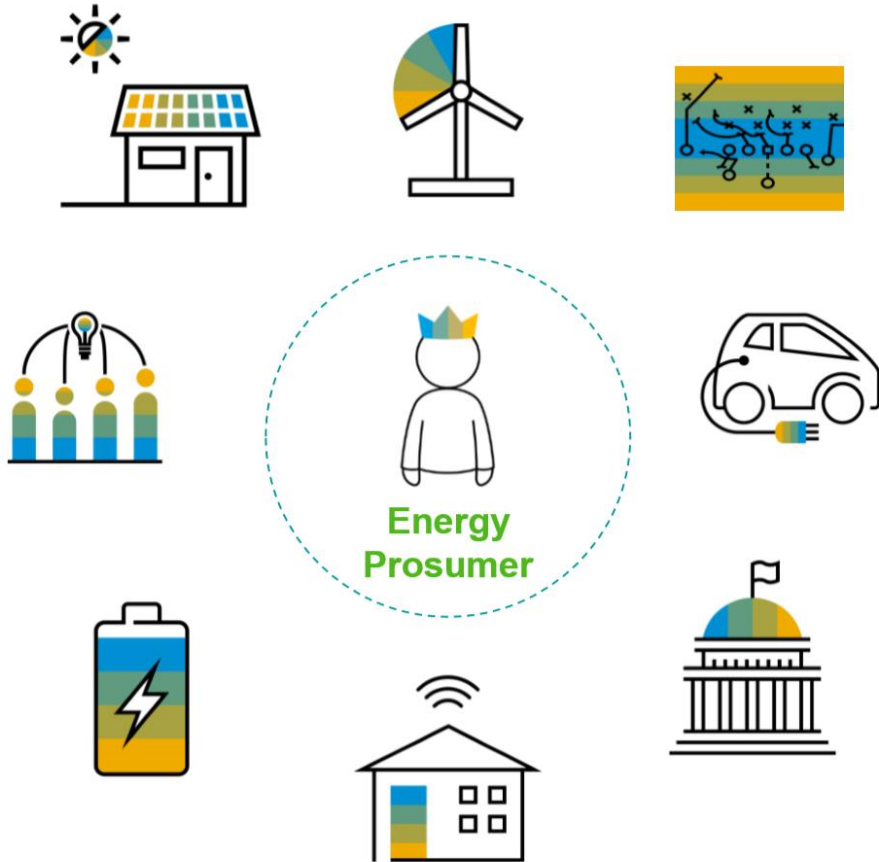


... to decentralized

## Customer investment areas:



# SAP Cloud for Utilities – a strategic Investment into the Utilities Industry by SAP



## SAP Cloud for Utilities helps you unlock the business potential of the future:

- Full focus is on the end consumer
- Differentiate through additional products and services
- "Time to Market" is the decisive factor
- Processing costs must be minimized.
- Efficiency in sales, distribution network and metering operation

# Smart Home Bundle with Commodity & Non Commodity Products

## Smart Home Electricity Plan

Contract Period 24 months

Monthly billing

Activation Fees 100 USD

Monthly Recurring Fee 15 USD

Channel: Online

### Usage

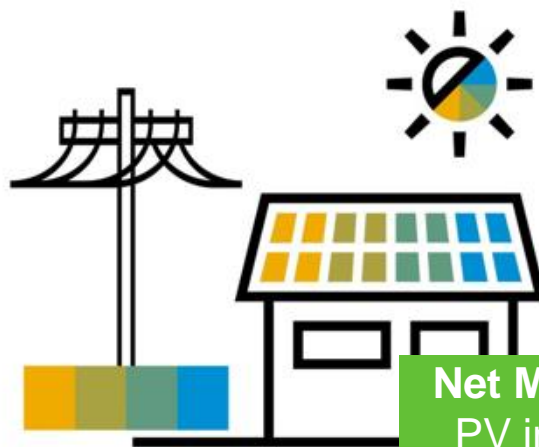
On-Peak Usage 0.25 USD/kWh

Off-Peak Usage 0.10 USD/kWh

Demand over 10kW 10 USD/kW

Solar Feed-In 0.15 USD/kWh

Valid until: April 2020



**Net Metering**  
PV in place  
or 3<sup>rd</sup> party



**Smart Thermostat**  
\$100 USD

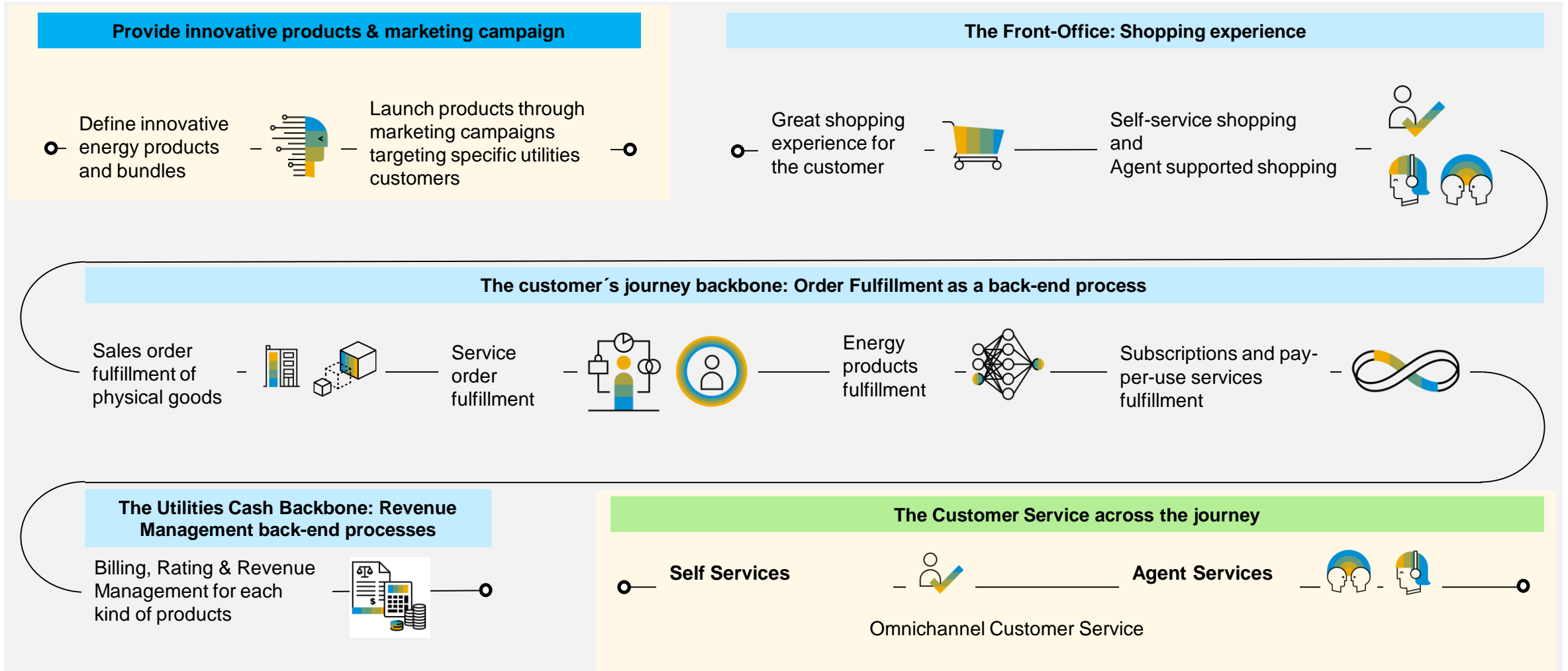


**Water Heater Rental**  
\$15 USD/Month

**Water Heater Installation**  
\$150 USD



# The C4U E2E Scenario as a Journey





# With SAP's next Generation Cloud Suite Utilities can achieve both, Cost and Market Leadership

"With SAP Cloud for Utilities we aim to establish the next generation global Market standard for Utilities in commodity and non-commodity services."

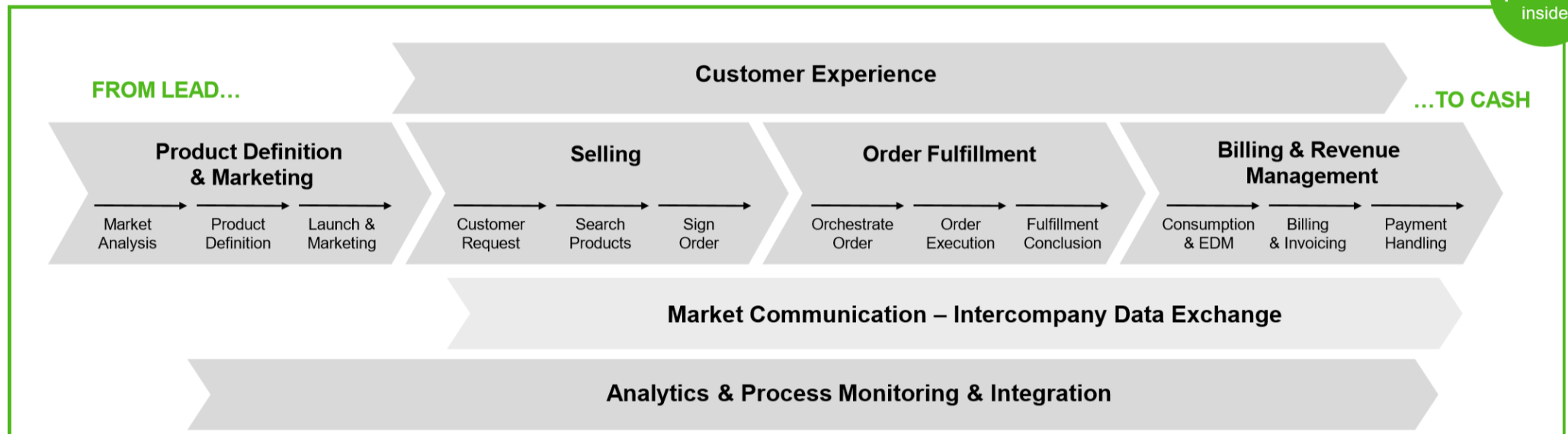
## SAP Cloud for Utilities

Best practices inside



Retail

**Cloud4Utilities** is the integrated yet modular service platform to transform the energy retail business.



# Tailor-made Business Transformation made possible by the ONLY modular Solution Suite

## Building Blocks of Cloud for Utilities



Intelligent Front-Office



Customer Data Management



Marketing



Commerce



Sales



Customer Service



Service Delivery Platform



Billing



Revenue Management



Energy Data



Market Communication



Innovative Technology



E2E Process Monitoring



Master Data Management



Integration



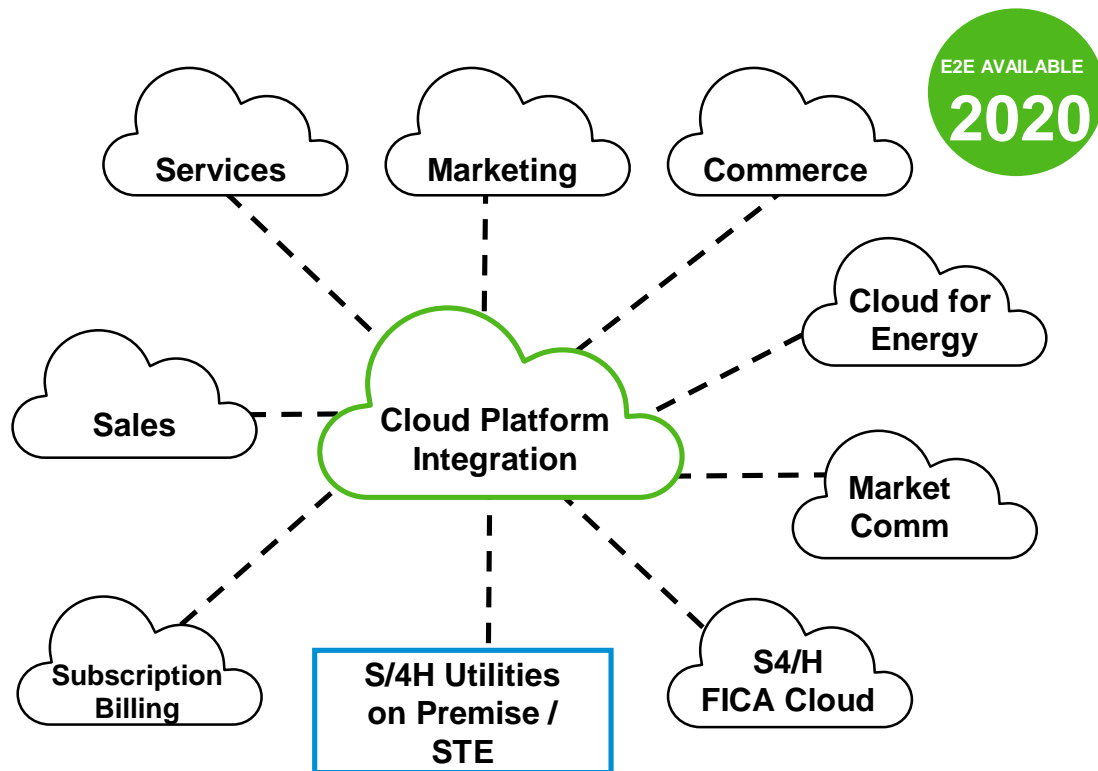
Real-Time Analytics

# SAP Cloud for Utilities - supports Hybrid and pure Cloud deployment options



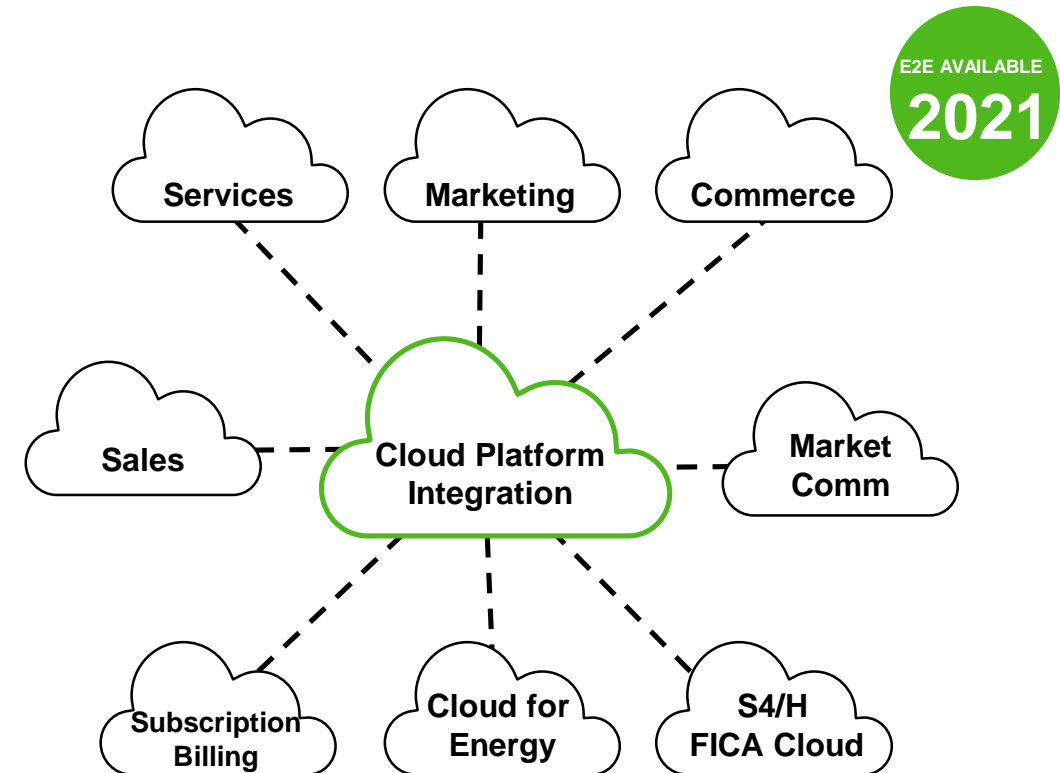
## Hybrid Architecture with SAP S/4 Utilities

S/4HANA Utilities acts as the back-office and main orchestration of meter-to-cash process, complemented with innovative cloud solutions



## Cloud-only Architecture

Orchestration of Lead-to-Cash process is done using SAP Cloud Platform

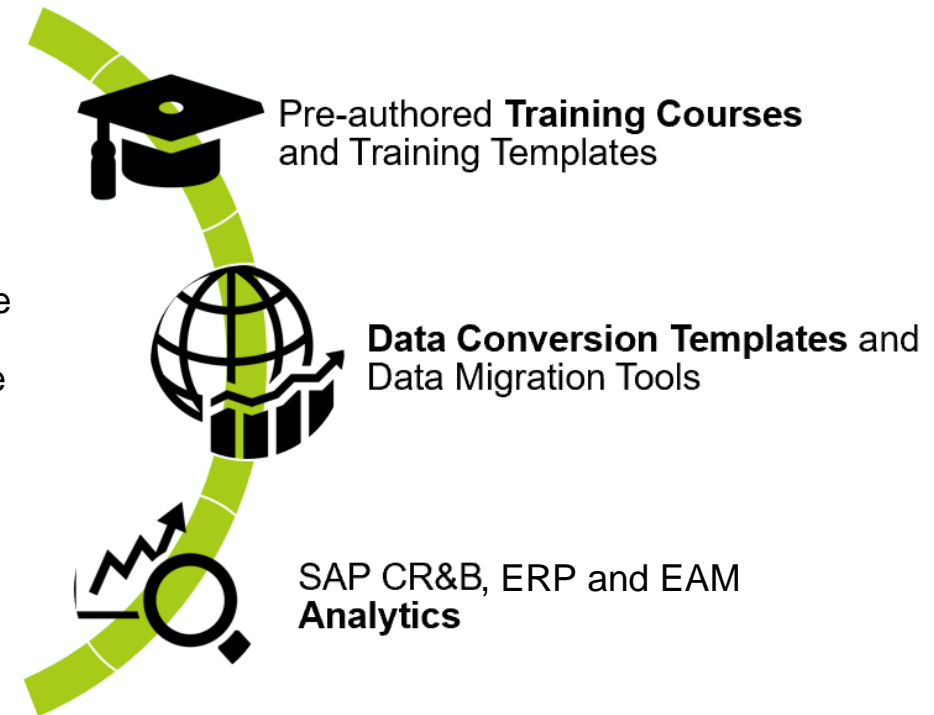
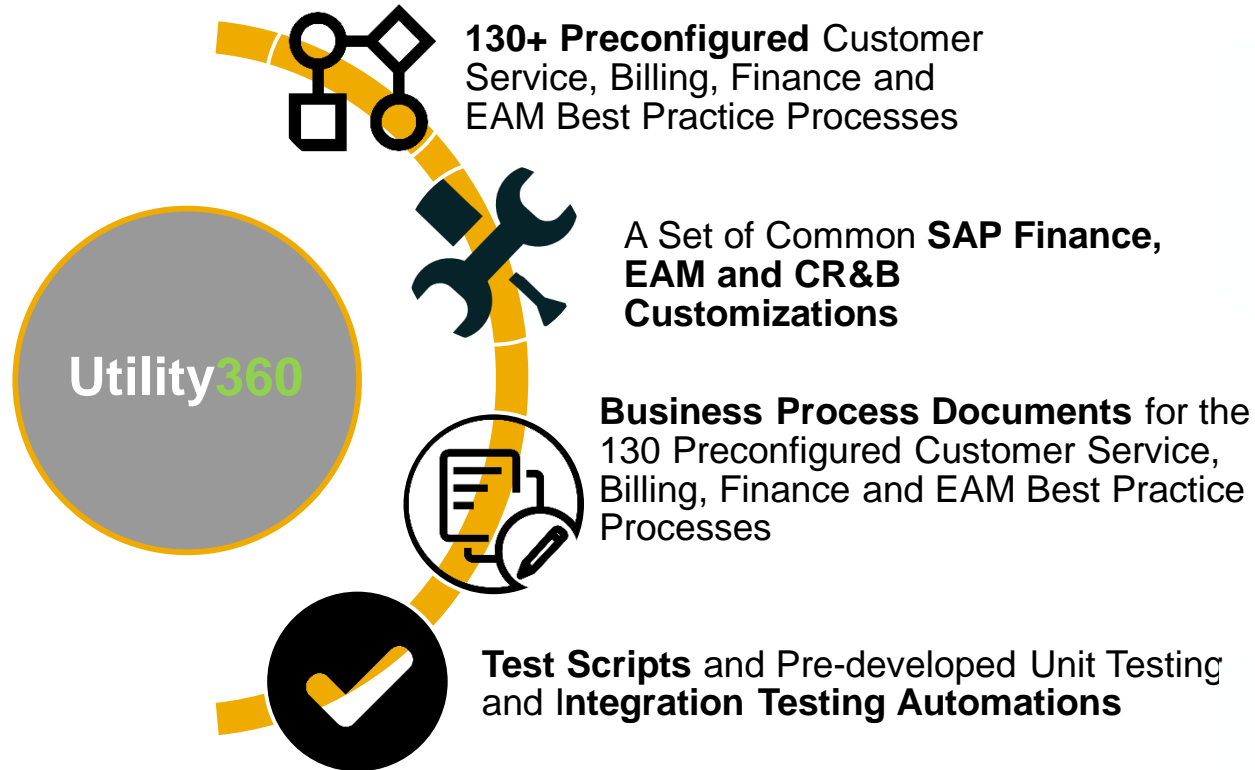


**Integration brings the SAP roadmap to life**

# Integration is co-innovating with SAP

Introducing **Utility360** -- the platform that connects you to a utility's future

**Our goal is to achieve 80% adoption of best practices, with no more than 20% customizations**





# What is Utility360?

Helping NA Utilities consume the C4U roadmap, a bite at a time

## 1st end to end, **configured**, comprehensive business process platform for utilities

- Mitigates common implementation risks
- Design decisions have already been made
- Leverages a defined delivery process (Elevate4U)
- Includes regulatory reporting, property accounting and lease accounting (Finance4U)
- Includes embedded MDM for AMI-powered customer service and billing business processes (MeterData4U)
- Can be deployed by process area (ERP, EAM, CR&B)

## Managed as a product (not simply a project implementation accelerator)

- **Utility360 has a roadmap!**

Includes AMS services delivering annual functional improvements, technical service packs, and customer support

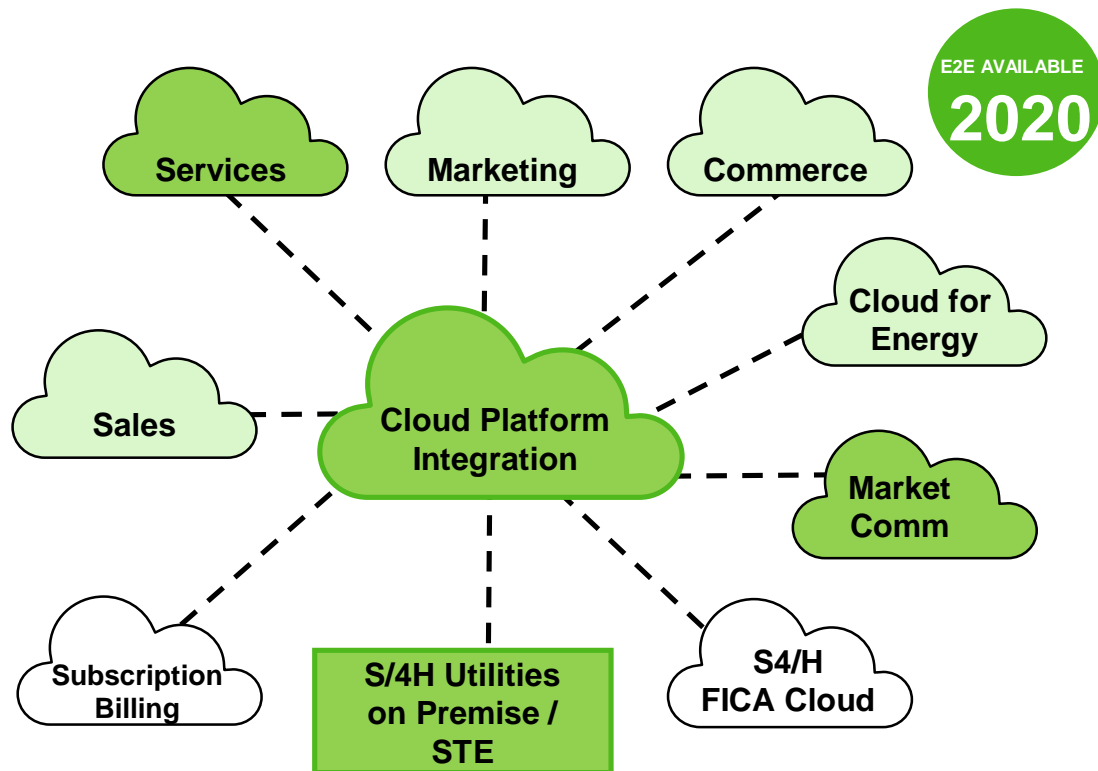
And it comes with a **reasonable multi-year TCO**

# SAP Cloud for Utilities - supports Hybrid and pure Cloud deployment options – Utility360 Roadmap



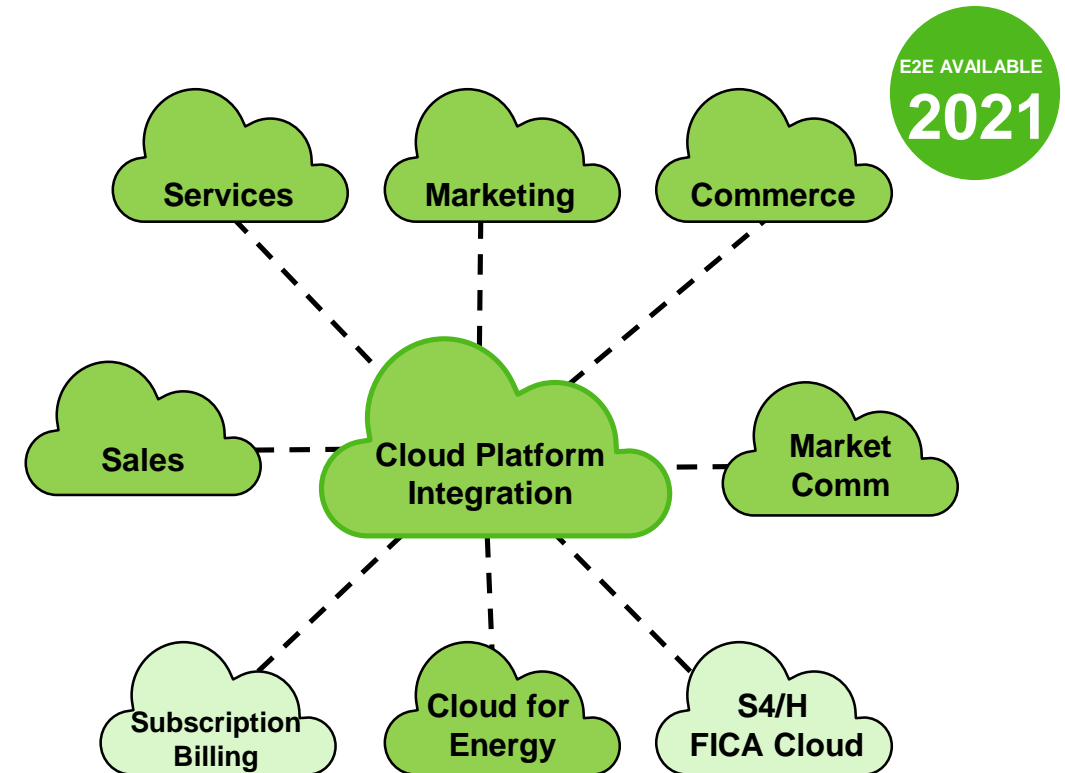
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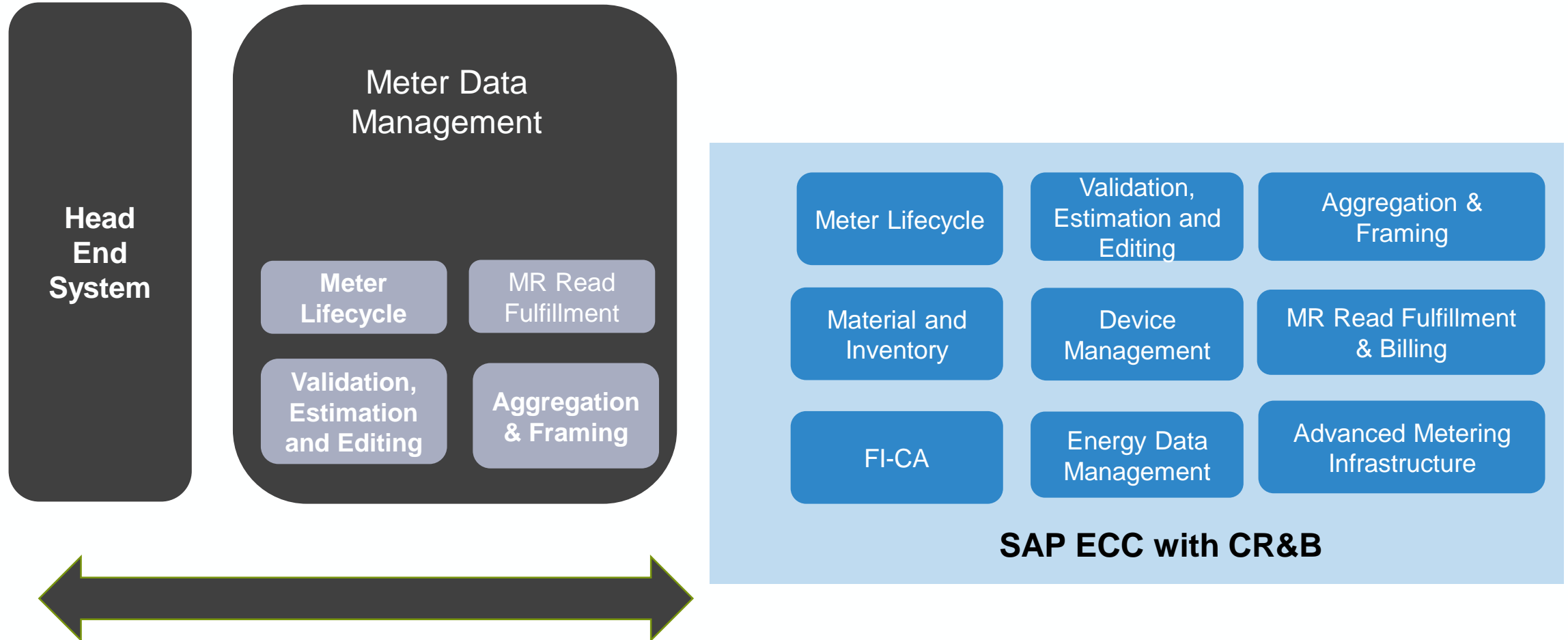


## Cloud-only Architecture

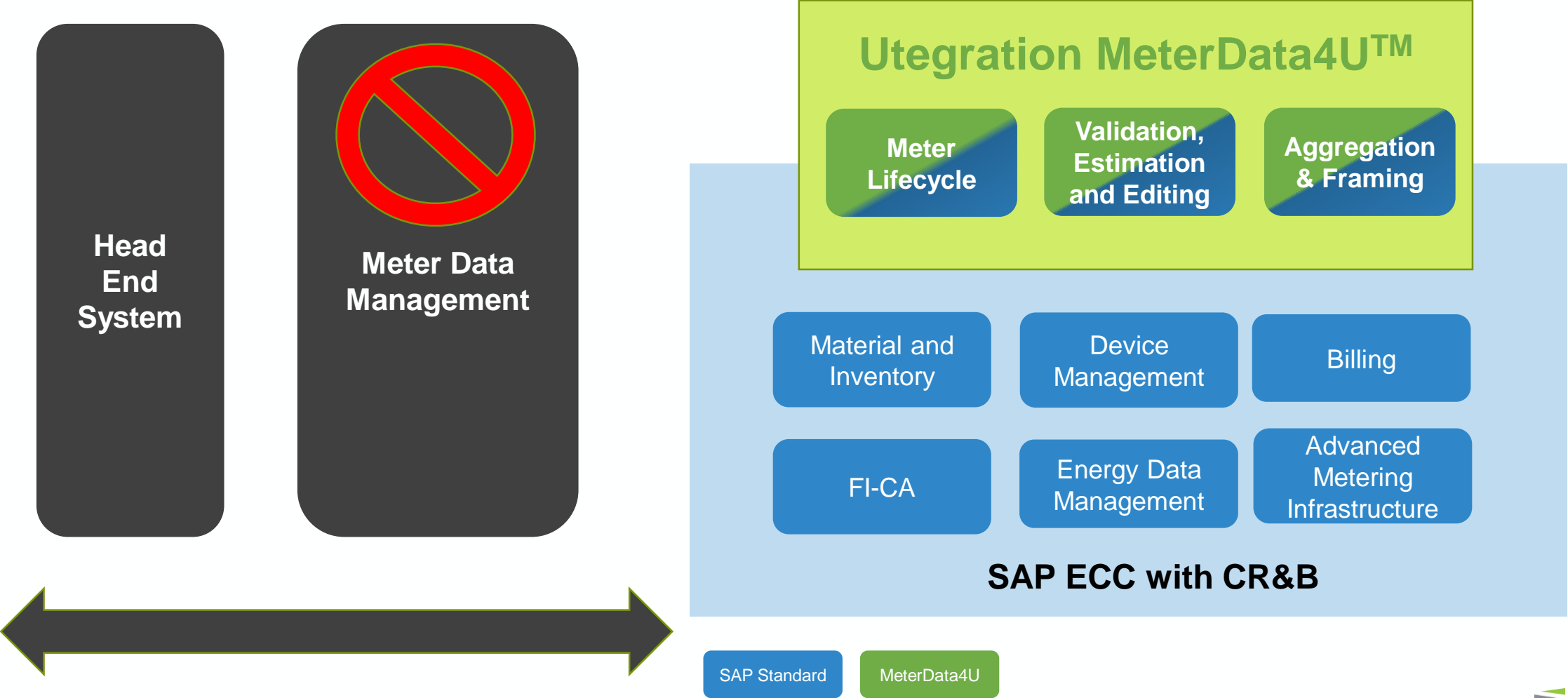
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# AMI Traditional 3-tier landscape



# Enhanced AMI landscape with reduced TCO



# MeterData4U

Making AMI work for you...soon to be an SAP Cloud for Energy product



## Our Solution



### Collaborative Approach

#### Make Informed Decisions with Usage Estimates

- Unification of both the meter and the customer data supports accurate AMI estimation and validation

#### Accelerate Billing

- Unite bill determinant calculation and bill computation in one system
- Eliminate handoffs across systems and the inherent wait steps and exceptions

#### Turn Insight into Immediate Action

- Create service orders immediately when SAP S/4HANA analytics detect network or other data collection issues
- Create customer notifications when analytics detect a potential leakage problem

Run your business faster. Minimize your exceptions. Make more intelligent decisions. Be more relevant to your customer.



### Technology Innovation

#### Turbocharge your MDM and Enrich your Data

- Leverage the power of SAP S/4HANA for lightning-fast execution of unified MDM and billing processes
- AMI data is meaningless without customer and infrastructure data. Combine them and open up endless use cases; simplify data orchestration and needless synchronizations

#### Unwind your Tangled Web of Interfaces

- Eliminate 60 to 80 complex interfaces; eliminate future custom integrations to synchronize data to disjointed solutions as use cases evolve

#### Do More with SAP

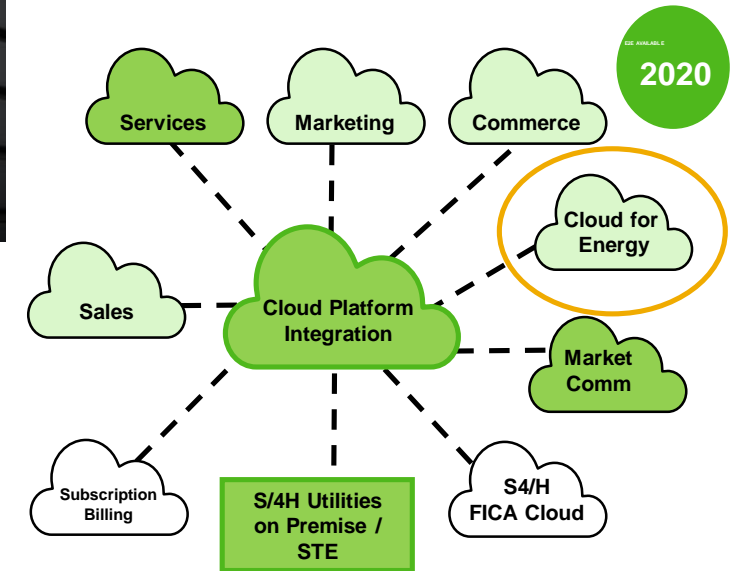
- Consolidate access and security control in SAP for more coherent management strategy

Translate technology into better business. Your best-in-class CIS platform will do so much more. Use cases to harness the power of SAP S/4HANA.



### Hybrid Architecture with SAP S/4 Utilities

S/4HANA Utilities acts as the back-office and main orchestration of meter-to-cash process, complemented with innovative cloud solutions





# The **name** game

- ☐ Utility360
- ☐ Platform360
- ☐ Platform4U
- ☐ Future360
- ☐ Other? \_\_\_\_\_



# Thank you.

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