SAP® Qualified
Partner-Packaged Solution

Deloitte's Ready to Run Solution – Utilities Reimagined

Utilities Reimagined delivers SAP S/4HANA as a preconfigured, out-of-the-box, industry-ready offering. Utilities Reimagined is an SAP-Qualified Partner-Packaged Solution encompassing complete end-to-end business processes with cross module integration for utility companies.

What is it?

- A preconfigured solution on SAP S/4HANA based on a clean core approach
- A solution focused on the utilities industry
- A full set of integrated prerecorded scenarios
- A set of accelerators (including configuration guides, custom user stories, predefined security profiles, test scripts, training materials, and custom data extractors for core SAP tables)
- A demonstrated ERP methodology and solution for mid-sized and large companies to reduce implementation risks

Value Proposition

- Foundation to digitize a utility with a modern ready to run solution
- Reduces implementation timeline
- Addresses unique business challenges for Power, Utility, and Renewables sector
- Supports On-Premise and Cloud versions
- Reduces implementation risks through a demonstrated repeatable approach
- Emphasizes faster deployment
- Improves business processes with prevalent custom enhancements implemented
- No trial runs, so you can start straight off with a fully documented, working prototype
- Saves time and money and achieves predicted results

Solution Highlights

Preconfigured Solution:
- ✓ Leverages SAP's Industry Best Practices
- ✓ Ready to run scenarios
- ✓ Predefined reports
- ✓ Preconfigured FIORI apps
- ✓ Utility specific business scenarios for electric, gas, and water services

Accelerators:
- ✓ Configuration Guides
- ✓ Functional Specifications for user stories
- ✓ Business Process Procedures
- ✓ Unit/Integration Manual and Automated Test Scripts
- ✓ D-DASH – Conversion Accelerator
- ✓ D-HUB – Integration Accelerator

Security Controls:
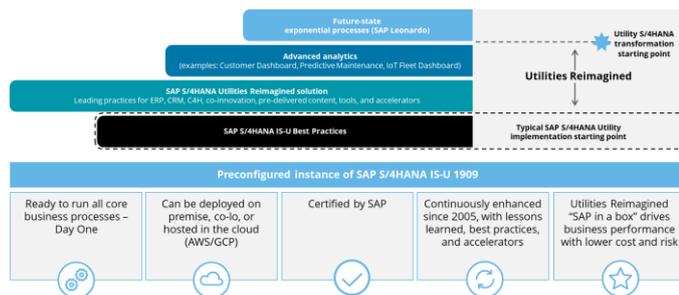- ✓ Pre-defined User Roles

Training:
- ✓ Existing Transaction-Based Course Outlines
- ✓ Pre-tested, operational solution for quick ramp-up
- ✓ Training curriculum and role-based courses

Methodology:
- ✓ Enterprise Value Delivery (EVD) with SAP Activate

Process Bionics:
- ✓ Utilities specific leading business process modeling
- ✓ Live process modeling to see cost based and FTE based process analysis
- ✓ Process mining to help accelerate business transformation and reducing load on business

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Business Processes and Key Functionality

The following SAP best practices and scope items for SAP S/4HANA were activated in this solution. These best practices helped accelerate and simplify the adoption of our S/4HANA, On-Premise edition by providing us faster time to value, preconfigured content for core business processes along with a role-specific, responsive, and a simple user experience.

Finance	CRM&B	Enterprise Asset Management	Supply Chain
• General Ledger • Accounts Receivable • Accounts Payable • Bank Account Management • Cash Management • Asset Accounting • Resource Related Billing • Shared Service Cost Allocation • Regulatory Reporting • Project and Portfolio Management	• Electric, gas, and water service for customers • Create/Update Customer and Account • Move-In/Out • Meter Reading upload/download, estimation, exceptions • AMI integration • Meter procurement • Residential/Commercial Billing • Customer Communication and preferences • Credit process Payments/Returns/Deposits • Dunning • Interests • Collections • Integration with FI-G/L • Taxes • Non-Consumption Billing using CI Solution • SD to FICA Integration	• Preventive and Corrective Maintenance • Linear Asset Management • Scheduling and Dispatch • Mobile Execution • Capital Work • Capital Work – Reimbursable • Predictive Maintenance • Inspection Rounds • Field Work using Work Manager or Asset Manager • Scheduling and Dispatch using MRS or Field Service Management	• Sourcing • Procure/Receive Goods and Services • Issue Goods - Planned Work • Issue Goods - Unplanned Work • Bin to Bin Transfers

Key Accelerators and Assets

Functional Area	Business processes
Customer Relationship Business	• Simplification of complex business processes using Human Center Design based FIORI apps • Masking of customer PII and sensitive data • Configurable eligibility rules for programs • Configurable library of account alerts • Digital Bill delivery (text, email, print) • Simplified Analytics • Next Generation dashboard for Business operations • Exceptions automation using RPA • New Communication channels with Voice assistants (Google Home and Alexa) • Simplified Call Center Processes • Pre-built integration with meter reading systems, payment vendors and credit reporting agencies • Real-time payments enablement • SAP CAI Integration for improvised business processes • Simplified AMI • Remote Disconnect/Reconnect • Test Automation
ERP - Finance	• Real time FERC reporting • Chart of accounts and journal entry upload • Journal entry approval • Integration to Power Plan for asset accounting
ERP – Supply Chain	• RF Mobility Solution • Automated Warehouse Task creation • Unmanned warehouse process (in process)
Enterprise Asset Management	• Work Manager and Asset Manager mobility solutions • Auto-time capture and crew vehicle assignment on mobile device • Geo-spatial map views and embedded functionality in work order lifecycle (via GEF) • SCADA/Control Room data feed via MII into PdMS • Linear Asset Management • Automatic determination of settlement rules for capital and expense work

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	• Operation bundling for compatible unit estimates • Auto-updates from Multi-Resource Scheduling (MRS) planning board on work orders • Settlement enhancements based on compatible units for non-PowerPlan asset accounting (integration framework for PowerPlan asset accounting available) • Improved inspection process using NFC Tag reader integration with SAP Asset Manager • Rich user experience in scheduling and mobility using Deloitte's Field Services Accelerator

Available Offerings

Offering	Estimated Professional Fees (USD)	Time to Implement
Green Field with core functionality - S/4HANA with EAM and CRB	To be provided as needed based on Scope, Geography and Size of the business	4-6 months
Medium complexity with customization – S/4HANA with EAM and CRB	To be provided as needed based on Scope, Geography and Size of the business	6-9 months
High complexity with customization – Enhanced S/4HANA functionality with EAM, CRB and custom FIORI apps	To be provided as needed based on Scope, Geography and Size of the business	9-14 months

Why Deloitte?

Deloitte Consulting is SAP's No. 1 business partner. Our SAP practice is the largest continuously running SAP practice in the consulting industry. We are proud of our award winning 30-year history implementing SAP. We are No. 1 in the world when it comes to the number of SAP implementations we have directed for our clients and the breadth and depth of knowledge we bring to the table for each and every SAP project we do. No other technology implementer in the industry can claim such credentials.

Our experience and capability for delivering State-of-the-Art solutions and services is long-standing and well received in the global marketplace.

Here's a look at a few things that you get when working with Deloitte to deploy Utilities Reimagined

A strong background in working with utility companies Our Power and Utilities SAP practice includes deeply experienced teams that have worked with Electricity, Gas and Water utilities all over the US. Our utility industry specialists help our clients develop solutions for capitalizing on opportunities and managing challenges across a wide range of functions within the utilities industry as a whole. At Deloitte, our business operations team works seamlessly with our technology practice, so we are able to provide a whole business approach that respects the importance of your unique operational demands, as well as the need for a robust ERP/CRM&B/BW solution, and reliable technology infrastructure.

A collaborative team that knows SAP S/4HANA Deloitte has been implementing SAP applications since 1989. We are a longtime platinum member of the SAP Global Alliance (since 1991), and we have been a Global Logo Partner since 1994. We are a partner member of SAP's Board of Advisors, and we are a "Global Partner – Services", the leading level of partnership with SAP. We have won SAP's Award of Excellence every year since its inception. Simply put, SAP trusts Deloitte to consistently meet our clients' business objectives through SAP technology. SAP trusts Deloitte to consistently meet our clients' business objectives through SAP technology enablement. We also practice what we preach. Our commitment goes beyond being a Global SAP Implementation Partner; we are also one of SAP's largest customers and part of the SAP user community. SAP is the backbone of Deloitte's financial, human resources, and client management processes. We were also an early adopter of S/4 HANA and are the largest currently live production user of S/4 HANA in the world. We have a dedicated team of practitioners who have spent their careers implementing SAP for utility companies all over the globe Utilities Reimagined represents our team's cumulative experience and leading practice thought leadership in the power and utilities industry.

Resources at the ready. In addition to our proprietary accelerators and templates that can help you start seeing value sooner, we also help you make the business case for investing in SAP S/4HANA and cloud. To do that, we leverage our Enterprise Value Map, a tool for linking

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activities with business results—not simply technical requirements. It's an approach that involves deeply analyzing layers of your activities, your opportunities, and the possible impact across the entire spectrum of value—from revenue growth to operating margin to asset efficiency to fundamental expectations for how your business should run.

Contact information
To learn more about Deloitte's Utilities Reimagined solution on SAP S/4 HANA offering, please contact:

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