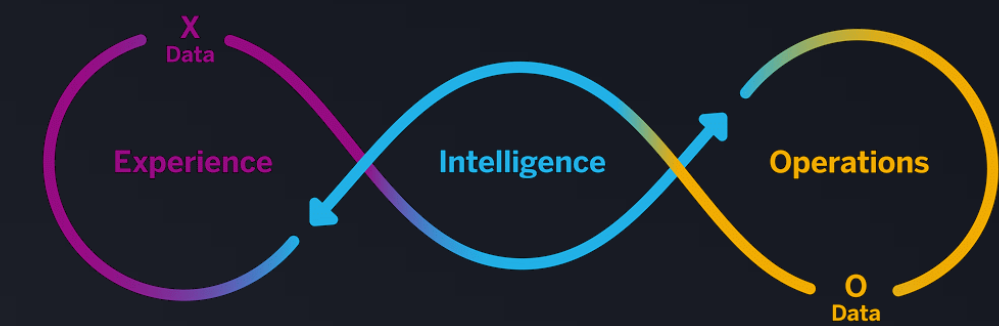


They pursue **four key initiatives** that require **new business capabilities** along the value chain.

**Utilities** that are **intelligent enterprises** digitalize themselves to manage their assets and serve their customer better than ever before by:

- Exceptional service experiences through optimized service execution and workforce
- Optimizing the customer self-service experience
- Successfully generating revenue from new services and products



Enterprise asset management	Meter, energy, and water data management	Customer experience and service excellence	Bill to cash	Human resources	Finance	Sourcing and procurement
<ul style="list-style-type: none"> <li>Monitor asset operations and maintenance in real time, as well as operator experience</li> <li>Replace manual transaction work with digital business processes</li> <li>Improve operational efficiency for service and asset management through real-time feedback on processes by technicians and customers</li> </ul>	<ul style="list-style-type: none"> <li>Provide bidirectional, precise, and timely information to and from prosumer operations</li> <li>Enhance the possibility to check the actual status of the meter by combining technical details and real-time customer information</li> </ul>	<ul style="list-style-type: none"> <li>Identify profitable service lines and customers by offering real-time reporting</li> <li>Provide bill and invoice all energy flows regardless of direction</li> <li>Enable bill and invoice for energy storage</li> <li>Improve customer service at each customer touch point through customer feedback</li> </ul>	<ul style="list-style-type: none"> <li>Identify profitable service lines and customers by offering real-time reporting</li> </ul>	<ul style="list-style-type: none"> <li>Find and contract talent with specific noncore skills to deliver new services to support new business models</li> <li>Turn new hires into ambassadors</li> </ul>	<ul style="list-style-type: none"> <li>Support real-time revenue recognition, profitability analysis, cash allocation, and working capital analysis</li> </ul>	<ul style="list-style-type: none"> <li>Enable economies of scale and flexible ordering with strategic and agile global supplier network management</li> </ul>
<ul style="list-style-type: none"> <li>Support predictive analysis of asset health</li> <li>Identify critical assets and define new maintenance strategies</li> <li>Collaborate with suppliers along the asset lifecycle</li> <li>Increase workforce and subcontractor engagement with real-time insights into operational work environment</li> </ul>	<ul style="list-style-type: none"> <li>Increase the accuracy of meter lifecycle management</li> <li>Manage and report smart-meter rollouts in real time</li> <li>Increase the operational efficiency of meter lifecycle management</li> <li>Improve process efficiency through enhanced analysis of implausible meter readings and time series data combined with feedback from meter clerks</li> </ul>	<ul style="list-style-type: none"> <li>Run instant and accurate billing</li> <li>Enable easier analysis of all offered services</li> <li>Provide full support for billing internal or external parties for time and material</li> <li>Engage customers in the development process of new services and products</li> <li>Increase a customer's ability to self-serve with insights into interactions with the self-service Web site</li> </ul>	<ul style="list-style-type: none"> <li>Run instant and accurate billing</li> <li>Enable easier analysis of all offered services</li> <li>Develop the bill into an exceptional information letter through ongoing customer feedback and insights</li> </ul>	<ul style="list-style-type: none"> <li>Procure and manage contingent labor and services to optimize delivery across regions</li> </ul>	<ul style="list-style-type: none"> <li>Provide predefined reports</li> <li>Configure reporting tools for nonenergy products and services</li> </ul>	<ul style="list-style-type: none"> <li>Innovate procurement strategies for specialized service parts, such as 3D printing</li> </ul>
<ul style="list-style-type: none"> <li>Access available prosumer energy instantly while balancing grid loads</li> </ul>	<ul style="list-style-type: none"> <li>Enable instant bidirectional meter communications to provide an accurate and instant energy settlement</li> </ul>	<ul style="list-style-type: none"> <li>Deliver a single source for real-time updates that are immediately visible to all parties across all channels</li> <li>Enable invoice for overage and underage</li> </ul>	<ul style="list-style-type: none"> <li>Deliver a single source for real-time updates that are immediately visible to all parties across all channels</li> </ul>	<ul style="list-style-type: none"> <li>Identify, forecast, and address skill gaps</li> <li>Empower employees to make decisions in real time</li> </ul>	<ul style="list-style-type: none"> <li>Provide a single source of truth</li> <li>Analyze profitability across multiple dimensions such as customers, projects, and plants</li> </ul>	<ul style="list-style-type: none"> <li>Integrate the contingent workforce efficiently</li> <li>Bundle third-party services</li> </ul>
<ul style="list-style-type: none"> <li>Gain real-time insights to help ensure environmental health and safety compliance</li> <li>Drive feedback to resolution in no time</li> </ul>	<ul style="list-style-type: none"> <li>Analyze and provide timely and accurate information about energy usage and production</li> <li>Detect fraud in real time</li> </ul>	<ul style="list-style-type: none"> <li>Provide all end customers with relevant self-service processes across all channels</li> <li>Support omnichannel commerce and subscription billing for commodity and noncommodity products and services</li> <li>Measure customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Provide all end customers with relevant processes across all channels</li> <li>Support omnichannel commerce and subscription billing</li> </ul>	<ul style="list-style-type: none"> <li>Onboard and train employees quickly and seamlessly</li> <li>Identify and secure talent for prosumer engagement</li> <li>Increase employee engagement through total rewards</li> </ul>	<ul style="list-style-type: none"> <li>See profit margins in real time for new product and service offers</li> </ul>	<ul style="list-style-type: none"> <li>Support inventory and warehouse management for new energy-related products</li> </ul>

Distributed energy resource operations

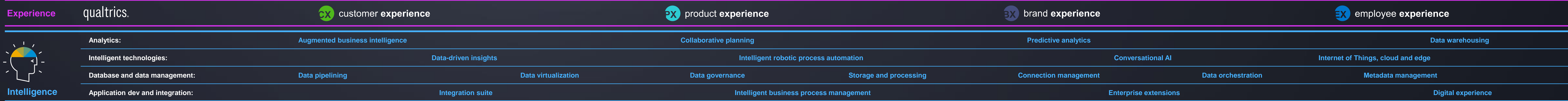
Smart and efficient distribution

Demand and supply balancing services

Omnichannel retail to digitalized consumers

**Typical business benefits\***

<ul style="list-style-type: none"> <li>Increased return on assets</li> <li>Greater operational efficiency</li> <li>Higher security of supply</li> </ul>	<ul style="list-style-type: none"> <li>Greater read accuracy</li> <li>More demand management programs</li> <li>Increased operational efficiency of metering processes</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced customer service</li> <li>Higher user productivity</li> <li>Better understanding of customers</li> </ul>	<ul style="list-style-type: none"> <li>Greater profitability</li> <li>Improved customer satisfaction</li> <li>More-effective self-services</li> </ul>	<ul style="list-style-type: none"> <li>Lower time and attendance cost</li> <li>HR full-time equivalents: -44%</li> </ul>	<ul style="list-style-type: none"> <li>Days to close annual books: -40–50 days</li> <li>Budgeting and forecasting cost: -25%–50%</li> <li>Audit cost: -20%–40%</li> </ul>	<ul style="list-style-type: none"> <li>Procurement function cost: -15%–20%</li> <li>Worker acquisition time: -30%–40%</li> <li>Days payables outstanding on targeted spend: -2–5 days</li> </ul>
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Intelligence	Experience	Operations
<ul style="list-style-type: none"> <li>Maintenance management</li> <li>Maintenance planning and scheduling</li> <li>Maintenance execution</li> </ul>	<ul style="list-style-type: none"> <li>Meter data management and operations</li> </ul>	<ul style="list-style-type: none"> <li>Order and contract management</li> </ul>
<ul style="list-style-type: none"> <li>Environment, health, and safety</li> <li>Asset operations and maintenance</li> <li>Multiresource management</li> <li>Sustainability performance management</li> </ul>	<ul style="list-style-type: none"> <li>Energy settlement and regulatory compliance</li> </ul>	<ul style="list-style-type: none"> <li>Bill to cash</li> </ul>
<ul style="list-style-type: none"> <li>Mobile asset management</li> <li>Asset information workbench</li> <li>Geo-enablement framework</li> <li>Fuel management</li> <li>Scheduling and load management</li> <li>Sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Energy data management</li> <li>Energy analysis</li> </ul>	<ul style="list-style-type: none"> <li>Marketing cloud</li> <li>Commerce cloud</li> <li>Sales cloud</li> <li>Service cloud</li> </ul>
<ul style="list-style-type: none"> <li>Accounting and closing operations</li> <li>Core accounting</li> <li>Cost management and profitability analysis</li> </ul>	<ul style="list-style-type: none"> <li>Operational purchasing</li> <li>Collaborative sourcing and contract management</li> <li>Invoice and payables management</li> <li>Supplier management</li> <li>Procurement analytics</li> </ul>	<ul style="list-style-type: none"> <li>Time recording</li> </ul>
<ul style="list-style-type: none"> <li>Financial planning and analysis</li> <li>Accounting and financial close</li> <li>Treasury management</li> <li>Receivables management</li> <li>Invoice management and accounts payable</li> </ul>	<ul style="list-style-type: none"> <li>Supplier collaboration</li> <li>Business network</li> <li>Guided end-user buying</li> <li>External workforce management</li> </ul>	<ul style="list-style-type: none"> <li>Bill to cash for energy and water</li> <li>Bill to cash for energy services</li> </ul>
<ul style="list-style-type: none"> <li>Governance, risk, and compliance</li> </ul>	<ul style="list-style-type: none"> <li>SAP Ariba</li> </ul>	<ul style="list-style-type: none"> <li>Omnichannel commerce and subscription billing</li> <li>Noncommodity billing</li> </ul>
<ul style="list-style-type: none"> <li>SAP SuccessFactors</li> <li>SAP Fieldglass</li> </ul>	<ul style="list-style-type: none"> <li>SAP Ariba</li> <li>SAP Concur</li> </ul>	<ul style="list-style-type: none"> <li>Core human resources and payroll</li> <li>Talent management</li> <li>Time and attendance management</li> <li>Human capital analytics</li> </ul>
<ul style="list-style-type: none"> <li>SAP Ariba</li> <li>SAP Concur</li> </ul>	<ul style="list-style-type: none"> <li>SAP Ariba</li> <li>SAP Concur</li> </ul>	<ul style="list-style-type: none"> <li>Core solution capabilities delivered as part of the SAP S/4HANA Enterprise Management solution</li> </ul>