



SAP for Utilities Headline News

Dear customers, partners, and colleagues,

Welcome to the latest issue of our utilities newsletter. During this time of unprecedented uncertainty, all of us at SAP are concerned about the safety and well-being of our families, colleagues, customers, partners and the many friends who make up SAP's vibrant family. We hope this newsletter finds you and your families well.

We would normally be hosting our International SAP Conference for Utilities, which has been postponed due to the outbreak of COVID-19. In the coming weeks, we will offer virtual info sessions to keep you up-to-date, and we already have more in the pipeline. We have plenty of offerings for online learning platforms, such as the SAP Learning Hub or openSAP, which you can find in this newsletter.

These are challenging times for all of us. Most SAP employees are currently working from home. Nevertheless, we will do our utmost to support you, and we are happy to set up virtual meetings with you to secure your business. Check the link [here](#) to find out how SAP is handling the current situation.

SAP is offering open access to technologies that support business and address the global challenges related to the fight against COVID-19. Read [more](#) about the offer to use Qualtrics Remote Work Pulse, which helps you to perform daily pulse checks to understand whether your employees have what they need to be successful in their new environment. With free access to SAP Ariba Discovery, you can post your sourcing requirements to get quick responses from suppliers who can deliver what you need.

Please reach out to us if you have questions.

Stay healthy and take care of yourself and your families!

1. Recorded Session on SAP Utilities Specific COVID-19 Help

On March 25, the SAP Utilities group met to tackle COVID-19 challenges, with utilities companies and SAP experts answering pressing questions and helping utilities with specific requirements. In this first session, we covered the impact of COVID-19 on utilities companies with SAP experts and discussed the short and long term impacts. Many thanks to Marc Rosson from Snohomish County PUD and Bhagya Subbareddy from SAP for bringing our utilities community and SAP together. The following blog contains the links to the recording and slides and provides you with the option to register for future calls.

[Read the blog](#)



2. SAP Utilities Forum 2020: Experience the Intelligent Enterprise

Our virtual SAP Utilities Forum was held on March 25th. If you missed it, you can listen to the recording to explore the latest trends and technology innovations in the utilities industry with leading experts. Hear how The Dubai Electricity and Water Authority (DEWA), maintained its top global ranking for the third consecutive year with scores of 100% in all Getting Electricity indicators, how intelligent technologies can help utilities companies become more agile and responsive, and why an increasing number of utilities are adopting a cloud-first strategy.

[Watch on demand](#)



3. SAP Cloud for Utilities: The Integrated Industry Solution

We are moving forward with our SAP Cloud for Utilities program. In January, we held a customer co-innovation workshop focusing on customer experience. Listen to Kim Rich from CenterPoint Energy and Andrew Eisses from Southern California Edison (SCE) speaking about current architectures and why the integrated end-to-end business suite is the basis for delivering an outstanding customer experience in this [video](#).



Our customer co-innovation group is still growing, and we are happy to welcome two new members. Please let us know if you are interested in joining our group. We are still accepting new customers.

Listen to the [recording](#) (in German) and view the [slides](#) of our recent Partner Enablement session.

Get more insights about the program from the C4U leadership team in the following [article](#).

[Discover the new SAP Cloud for Utilities Community page](#)

4. Intelligent Technologies as Innovation Driver for Utilities Companies

Innovations have never played a more significant role than they currently do in the utilities industry. Climate targets such as the reduction of CO² emissions require innovative business models to be deployed in the energy, transportation and communication systems. SAP is investing heavily to help you to be even more successful in the new energy world. Engage with the IBU Innovation Team to drive your individual innovations.



[Watch the video from Markus Bechmann, Global VP Innovation & New Business Models](#)

5. AGL Energy - How Can Fine-Tuning Business Systems Deliver a Superior Customer-Centric Experience?

AGL Energy accounts for approximately 20% of Australia's total electricity generation and provides energy services to over 3.7 million customers. Being a truly customer-centric organization, AGL sought to help its call center agents to provide their customers with an enhanced service. Learn how AGL Energy uses SAP User Experience Management by Knoa to measure and optimize user performance across its SAP software landscape, to manage employee training requirements and enhance customer interactions.



[Watch the AGL video](#)
[Read the AGL story](#)
[Listen to the webcast](#)

6. SAP C/4HANA Service Cloud or SAP S/4HANA Customer Management?

Are you wondering what the best solution is for customer service in utilities? Robert Straubinger explains the difference between two of the solutions in his blog.

[Read the blog](#)



7. Mercury: Focus on Employees Deliver a Lifetime Customer Experience

Mercury is a New Zealand electricity generator and retailer, who generates 100% of their energy using renewable sources. The company digitized and enhanced the interactions in their customer engagement center, reduced staff turn-over by 25% and increased customer self-service by 30% using eCommerce. Partnering with SAP to deploy SAP Commerce Cloud hosted on Microsoft Azure and SAP Service Cloud, Mercury have established a foundational layer to continue to iterate and evolve its customer service.

[Read the Mercury Story](#)



8. Customer Connection Project "SAP for Utilities On Premise 2020" Is Live

The SAP customer connection program allows you to enhance and improve the on premise software to meet your requirements. We have recently launched the new project for the SAP for Utilities solution, and you are now invited to participate with your improvement requests, votes and comments. This is your chance to contribute ideas to improve SAP IS-U, SAP CRM for Utilities or SAP Multichannel Foundation for Utilities. Please submit your ideas by May 1st, 2020.

[Read more about the program](#)



9. Keep Up to Date with the SAP Intelligent Asset Management Strategy

The SAP Intelligent Asset Management portfolio combines several key solutions for asset-intensive industries, such as utilities. These



solutions include for example the SAP Asset Intelligence Network, SAP Predictive Maintenance and Service and the SAP Asset Manager for mobile devices. Several new documents and videos enable you to keep up to date with the overall strategy, latest product releases and customer stories.

[Read the Intelligent Asset Management Strategy Whitepaper](#)

[Download the SAP Intelligent Asset Management Compendium](#)

[Watch the SAP Intelligent Asset Management in the Intelligent Enterprise video](#)

[Watch the video on improving Resource Management and Maintenance Scheduling](#)

10. Webcast and Presentation: How San Diego Gas & Electric Will Empower Its Customers and Successfully Achieve Digital Transformation using SAP C/4HANA and the SAP Self-Service for Utilities



Find out how a successful top-tier energy utilities company is empowering their customer base by providing self-service capabilities, whilst simplifying their IT infrastructure and streamlining operations. SDG&E shares their journey about how they are leveraging SAP and a robust, cloud customer experience (CX) platform, SAP Self Service Accelerator by SEW, to achieve true digital transformation. For more information, please contact [Juergen Kuhmann](#).

[View the slides](#)

[Watch the webinar on demand \(ASUG membership required\)](#)

11. SAP C/4HANA: Master in the Moment Marketing for Utilities



Watch the two-minute overview of how insight into sentiment, and having past interactions in a single place makes it possible for you to anticipate requirements and predict customer expectations using the SAP Marketing Cloud.

[Watch the demo](#)

12. SAP Experience Management: Capturing Customer Experiences to Deliver Excellence for Utilities



Capture, understand and act on insights into experience data to optimize your customer interactions across every channel, making it a primary driver of customer satisfaction.

[Watch the demo](#)

13. General Availability of the 2003 Release for SAP Commerce, Telco and Utilities Accelerator

We are pleased to announce the general availability of the 2003 release of the SAP Commerce Cloud Telco and Utilities Accelerator. The solution is available for customers and partners on Commerce Cloud in the SAP [software download center](#). This release continues to provide key features delivering a regular stream of rapid innovations, which enable service providers to deliver faster, more personalized customer experiences. The accelerator is offered as an add-on to the SAP Commerce Cloud professional edition and is compatible with version 1905. Please contact [Florian Froemberg](#) if you have any questions.



[More information can be found on the SAP Help Portal](#)

14. New SAP Learning Hub Live Sessions on SAP S/4HANA for Utilities

The SAP Learning Hub provides you with 24/7 access to online learning content, interactive SAP Learning Rooms, and live training systems.

The next live session "**Intelligent Asset Management in SAP S/4HANA for Utilities**" will take place on April 2nd. Please use this [link for registration](#) to the live session if you have already a [SAP Learning Hub subscription](#) (free trial version works too).

The first live session "**SAP S/4HANA for Utilities - overview and update**" has already been delivered and is available for SAP Learning Hub subscribers [here](#).

[Read more about the new SAP for Utilities Learning Journey](#)



15. Easily Increase Revenue and Customer Loyalty in SAP IS-U and SAP S/4HANA Using Natuvion's Additional Option Invoicing (AOI)



AOI is a powerful, but simple billing solution that's ideal for utilities companies who want to increase revenue and customer loyalty. Using this software, utilities companies drive business transformations by easily billing for new products and making real-time invoice changes. AOI allows you to provide your customers with personalized offers and energy packages as soon as an idea comes to market. SAP partner Natuvion offers pre-configured and pre-validated packages for their add-on.

[Read more about Natuvion's AOI Add-on](#)

16. Increase Productivity with SAP Intelligent Robotic Process Automation (RPA)



SAP Intelligent Robotic Process Automation (RPA) is an innovative toolset that helps to automate repetitive tasks in utilities by using bots that perform the interactions with SAP system for the user. One example of such a repetitive task is business process exception management in IS-U. In his tutorial, Yevgen Trukhin explains how SAP RPA can be deployed in the use case and how it can be used to create bots for automation.

[Read the blog](#)

17. Newsbites



➤ Launch of the SAP S/4HANA Localization Project "GetTogether" in Brazil

We are delighted to announce the launch of the GetTogether project. In a workshop with our Brazilian utilities customers, we addressed regulatory issues and specific aspects that apply to Brazil, which will be incorporated in SAP S/4HANA. The development process will start soon. Be part of the localization process and contact [Fernando Coutinho](#) if you have any questions.

➤ [Data Is the New Power for the AES Corporation](#)

Check out their key learnings derived from a successful ERP migration on page 32-33 in the POWER Magazine.

➤ [Customer Case Study: Improving Uptime and Productivity at Alliaander Using Asset Information Data Integrity](#)

➤ [Wipro Transforms Customer Experience at Thames Water Using a SAP C4C/IS-U Based CRM and Billing System](#)

➤ [Have You Already Enrolled in openSAP?](#)

openSAP provides you with a variety of free learning opportunities through Massive Open Online Courses (MOOCs), podcasts and microlearning playlists to learn more about the latest technical innovations.

➤ [Join our SAP for Utilities Community](#)

Connect with the utilities experts and stay up to date by joining our community.

18 Events & Info Sessions

➤ [Join Us for the First SAP-Centric EAM Virtual Conference](#)

March 31 – April 1, 2020

The first SAP-Centric EAM Virtual Conference will be taking place online Tuesday, March 31 and Wednesday, April 1 from 12–3 p.m. CT. Experience learning and virtual networking opportunities at this complimentary, live online conference, featuring insights from EAM customer success stories, SAP EAM experts, and inspiring thought leaders.

➤ [Utegration Asset Management Webinar Series](#)

April 1, 8 & 15, 2020

Utegration is bringing you three educational webinars on asset management topics important to you and your utilities company: How NRG is Deploying S/4HANA for the Intelligent Enterprise; Improving Safety and Productivity with Voice-Enabled Mobile Apps; and Realizing the Benefits of Intelligent Asset SAP Management. Join one or all of them. Click the link below for details and registration information.

➤ [Dell Technologies Webinar: Powering a Modern Platform for Utilities](#)



April 2, 2020 at 2pm CET

Utilities are facing challenges to meet new sustainability goals, whilst maintaining reliability and keeping costs affordable. Having a modern platform can help. Join the session to explore where Dell Technologies and SAP have partnered to deliver solutions to meet these challenges. This session covers utilities industries trends, the modern platform SAP S/4HANA, edge computing, and image analytics.

➤ [Webinar: Keep SAP and GIS Perfectly in Sync and Create Highly Efficient Business Processes](#)

April 30, from 4–5 pm CET

Most of today's key business processes, such as the maintenance process or the investment process involve both SAP and GIS. Therefore, a reliable and well-proven technology to keep SAP and GIS in sync and to leverage the full potential of the SAP Geo Enablement Framework (GEF) is crucial here. The [UT Integrator](#) by [AED-SICAD](#), a [VertiGIS](#) Company, is a product that provides these capabilities. It can be deployed in the cloud or on premise and is certified by SAP.

➤ [Submit Your Proposals for the SAP for Utilities Conference 2020](#)

Oct. 18-20, 2020 in San Diego, US

SAP for Utilities has evolved to become North America's largest SAP industry conference. Last year, the event united over a thousand professionals to network, learn, and discover SAP solutions and strategies specific to the utilities industry. We'd like to provide you with an opportunity to get involved in the 2020 conference. [Submit](#) a session proposal to present at SAP for Utilities for consideration. Please contact [Anthony Raftery](#) if you have any questions.



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