SAP for Utilities Headline News

Dear customers, partners, and colleagues,

In this newsletter, we are excited to bring you several pieces of SAP news relating to the utilities industry.

Firstly, about our **SAP Cloud for Utilities** program. Just last week, the SAP Cloud for Utilities Co-Innovation Group met to work jointly on SAP's end-to-end utilities suite in the public cloud. Read more about this meeting.

Secondly, about the new chair and co-chair nominations for our Advisory Customer Council Group. It is our pleasure to congratulate the representatives of CLP and RWE on their election as the new chair and co-chairs of the group.

A further important highlight is that SAP will be represented as a Gold sponsor at the **European Utility Week** in Paris. You are warmly invited to visit our booth!

Find out in this issue how **Innogy** has moved to a new, standardized digital environment and benefits from innovative business models for e-mobility and other services.

Finally, don't miss the important news we are able to bring you from Australia and New Zealand:

Mercury is chasing sustainability and energy freedom. This 100% renewable-energy company is promoting sustainable energy practices using innovative apps and services. **Tasmanian Networks** is making their business digital using SAP S/4HANA and providing improved operational efficiency and affordability to its customers, whilst **SA Power Networks** has improved their customer service and communication channels, which has led to shorter response times and increased customer satisfaction.

We hope you enjoy reading this newsletter!

1. **SAP Cloud for Utilities: Full Speed Ahead to the Energy of Tomorrow**

Back in July 2019, SAP unveiled its latest and largest initiative in the Utilities space, known as SAP Cloud for Utilities (C4U). Its primary objective is to enable you to reconceptualize your traditional business models to become a futureproof utilities. Read the interview with Stefan Engelhardt, Lead Solution Owner, to better understand how to benefit from SAP Cloud for Utilities. In the following video Axel Memminger, Lead Product Owner C4U, explains deployment options, its development journey and how you can co-innovate with SAP.

Watch the SAP Cloud for Utilities video

2. Join us at the European Utility Week in Paris

The European Utility Week is the largest utilities conference in Europe. Join us there along with SAP.IO startups and our partners Keytree, Natuvion, Prologa and Smart Energy Water. Highlights include the SAP Cloud for Utilities suite and our evening event up above the clouds together with Accenture. Read more and register for free for the exhibition. See you in Paris!

Watch the video

3. Innogy Is Shaping the New Energy Landscape

The energy company Innogy moved from a heterogeneous process and system landscape to a new, standardized digital environment. Learn more about its transition to SAP S/4HANA, and how the company benefits from significantly reduced IT costs, improved data quality, and innovative business models for e-mobility and other services.

Read the Innogy customer story

4. SAP S/4HANA Value Stories and Business Value Advisor

Utilities drive new levels of service and new business models. IDC found out that 68% of customers are willing to pay more for a better service. Check out this brochure to learn how SAP S/4HANA Cloud embeds intelligence into core business processes like predictive maintenance and service. Find examples from our customers AES Corporation, Vinci Energies S.A. and Enel SpA. Discover the value you can realize with SAP S/4HANA with our new tool.

Discover the SAP S/4HANA Business Value Advisor

5. SAP S/4HANA Utilities for Customer Management – Redesigned Sales Contract Management for Utilities

We are happy to announce that with the recent 1909 release, the latest simplified version of SAP S/4HANA Utilities for Customer Management (S4CRM) is now fully embedded in the SAP S/4HANA stack, meaning that it is not necessary to install an add-on separately. Some of the features it includes are a new guided process for creating utilities sales contracts, a 360-customer view and APIs that facilitate integration to cloud systems.

Read the blog

6. Mercury – Chasing Sustainability and Energy Freedom

Mercury is a New Zealand energy company, whose goal is to become the country's leading energy brand with a vision of creating energy freedom for both its customers and New Zealand. Using SAP C/4HANA, Mercury has been able to become more consumer-centric and refine its customer experience. Learn how Mercury is encouraging environmental awareness and providing a more convenient service using its Mercury Go app. The app rewards the physical energy that their customers expend by running and walking with Mercury dollars that they can use to pay their power bill.

Read the Mercury article

Listen to the podcast

7. Next Practices for the Intelligent Enterprise in the Utilities Industry

Due to the challenge posed by the dramatic increase in data sources, new techniques for using data are providing valuable insights that can impact customer satisfaction and the bottom line. In accordance with SAP´s global experience, working with the leading and most innovative utilities, here are three SAP "next practices".

Read the article

8. Tasmanian Networks Digitizes Their Business with SAP S/4HANA

Starting an enterprise-wide business transformation with SAP S/4HANA, enabled Australia's Tasmanian Networks to establish a single data platform to standardize processes and consolidate over 60 legacy systems. Learn how TasNetworks is improving operational efficiency and affordability for its customers.

Watch the TasNetworks video

Read the TasNetworks customer story

9. Experience Management (XM) in the Power Markets

Did you know that companies who focus on employee experience report up to four times more profit and three times more revenue per employee along with a turnover rate that is 40% lower than the average?

Do you also want to find out how experience management is constantly being used by companies to reshape customer relations and expectations?

Read the article

10. Delivery of New Developments from the Customer Connection Project SAP for Utilities 2019

Thank you for all of your ideas and votes! We presented the new developments in a delivery call in September. You can now download and adopt these new developments in your own productive environment. Since we are starting a new project for 2020, we are very keen to receive your opinions about topics and timings.

Read more about the project

11. SA Power Networks Improved Customer Service

SA Power Networks is a leading distributor of electricity in Australia. During a recent transmission network outage, the company was dissatisfied with its ability to communicate with affected customers. SA Power Networks chose SAP Data Services and SAP Information Steward software to boost the management and delivery of customer data. The company now provides a boosted customer service and communication channels, which reduce response times and improve customer satisfaction.

12. Empower Customers Through Self-Service Digital Engagement

Read how utilities can stay competitive with the SAP Self-Service Accelerator by SEW, using a digital presence that offers far more than just basic account functions and a call center. Find out how you can provide self-service capabilities to your utilities customers and integrate customer interactions to produce intuitive, multichannel experiences.

Read the solution brief

13. Utegration Provides SAP S/4HANA-Based Solution for Property and Lease Accounting

Working closely with utilities customers such as NRG, Utegration developed an SAP S/4HANA-based solution portfolio known as Finance4UTM.This is designed specifically to enhance the SAP S/4HANA functionality and streamline utilities' financial, regulatory and property and lease accounting functions.

Read the article

14. Forrester Spotlight on Digital Transformation

Today's business environment places high pressure on utilities companies to be agile, connected, automated, and predictive. Intelligent technologies are critical to ensuring that utilities companies keep up with these market shifts and innovate at a fast pace. Forrester outlines the adoption of intelligent technologies and how they're supporting digital transformation.

Read the Forrester evaluation

15. How Spatial Data Simplifies Business Processes for a Truly Intelligent Enterprise

In today's world, there is a common understanding about how spatial data can simplify the way in which the Intelligent Enterprise's business data is processed. But what does it really mean?

Read the blog

16. SAP Database Migration Factory Program

Over 30,000 customers have invested in SAP HANA to achieve real-time, end-to-end awareness of their businesses. The SAP Database Migration Factory Program is a global initiative from SAP to provide customers with the most optimized architecture and cross platform integration, help them to manage modernization risks, and provide an end-to-end migration strategy to SAP HANA on the cloud and on-premise

Read more about the program

---

17. Newsbites

> **News from the SAP Advisory Customer Council for Utilities (ACCU)**
> Congratulations to Andre Blumberg, CLP Hongkong a long-term representative in our Advisory Customer Council who has been recently elected by the group as ACCU Chair and to Andreas Lamken, RWE Generation who has been elected by the group as ACCU Co-Chair. We are looking forward working together with both in their new roles.

> **SAP Multiresource Scheduling (MRS) @ Innogy & Scheduling and Resource Management Update**
> Listen to this 50-minute recording to hear how the workforce is being planned for power grid maintenance at our customer Innogy. Get an update on the enhanced usability and scheduling innovations with SAP S/4HANA.

> **Accenture Selected by TenneT to Integrate Business Processes on SAP S/4HANA Platform**

> **Participate in the SAP 2020 Innovation Awards and Submit Your Entry**

> **The Hydrogen Economy - Exciting Opportunities for Australia**

---

18. Event Promotion

> **Recap of FutureFlow Final Conference and SAP Executive Value Network for TSOs and DSOs**
> Last week, two events took place in Vienna. Read the press release about the FutureFlow Final Conference, a project funded by the European Commission, in which SAP is a member of the consortium.

On the second day, TSO and DSO customers met with partners and SAP experts to discuss innovations relating to the future of energy.

SAP for Utilities Conference

October 21-23, 2019, San Diego, USA

The premier conference for SAP utilities professionals has just ended. Listen to the recording of the SAP Cloud for Utilities webcast which took place before the event (for ASUG members only).

Telco & Utilities Industry Advisory Board

November 6, 2019 in Munich, Germany

Make the most of this exclusive opportunity to meet with your peers to discuss issues specific to your industry and how SAP Customer Experience solutions can help. For more information, please contact Florian Froemberg.

European Utility Week

November 12-14, 2019 in Paris, France

We are looking forward to welcoming you at our booth. Register for free for the exhibition and meet SAP utilities experts and partners!

SAP-Forum für die Versorgungswirtschaft (German Event)

November 13-14, 2019 in Wiesbaden, Germany

Have you already developed ideas on using the energy transformation as an opportunity for change? Join this German event to discuss this and other topics.

SAP-Intel Future City Executive Digital Exchange

November 18, 2019 in Barcelona, Spain

Join this half-day roundtable to share insights and ideas on gaining a competitive advantage and having a better quality of life. This event is taking place one day before the Smart City Expo World Congress. For more information please contact Joerg Ferchow.

Save the Date for the International SAP Conference for Utilities

April 1-3, 2020 in Basel, Switzerland

Highlight this date in your calendar for this major industry event. Stay tuned for more updates!