SAP for Utilities Headline News

Dear customers, partners, and colleagues,

Welcome to the first issue of the new year! As in previous years, we are looking forward to providing you with news from the utilities industry. Our upcoming International SAP Conference for Utilities, which is being held from April 1-3, 2020 in Basel, Switzerland is a great opportunity to receive detailed information, talk to experts and get new inspiration about transforming to become an Intelligent Enterprise.

This year is going to be very exciting, since we will be launching our new cloud platform, SAP Cloud for Utilities. Development teams are working full speed to make this happen. The co-innovation group continues to expand, and meets regularly to work on this important project. This project will also be one of the key topics at our upcoming event.

This year, we are offering the Customer Connection project "SAP for Utilities on premise 2020" which enables you to improve on premise solutions, such as SAP IS-U, SAP CRM or SAP Multichannel Foundation for Utilities and Public Sector.

This issue features customer stories from Sydney Water in Australia, who went live with SAP S/4HANA Utilities and fully updated its billing and customer systems to optimize operations and simplify customer bills. The German utilities company VSE, along with Pfalzwerke Netz AG and VOLTARIS GmbH, introduced the SAP Market Communication for Utilities to share metering data in accordance with the relevant regulations. American Water implemented the SAP HANA platform to digitalize and integrate critical business processes. Tata Power in India digitized its procurement processes to drive greater efficiency, transparency and compliance. The German-based energy company Uniper increased safety for employees and powering plants using data-driven process intelligence and Enexis in the Netherlands is preparing for the energy transition process by implementing SAP S/4HANA to respond quickly to changing requirements.

We hope you enjoy reading this newsletter!
1. **Agenda Live for the SAP International Conference for Utilities**

   The **International SAP Conference for Utilities** is one of the largest utilities industry events and the perfect place to define your Intelligent Enterprise journey. In Basel, Switzerland, our customers, such as AGL, CLP, Engie, Equatorial Energia, Fluvius, Innogy, Vattenfall, will share their stories. In this video, we will show you the highlights of the agenda. Please reach out to **Melanie Fiolka** for any questions.

   - Watch the video

2. **News from SAP Cloud for Utilities: Enhancement to the Service Cloud Solution**

   SAP Cloud for Utilities program finished 2019 with a **meeting** of the co-innovation group in Palo Alto, which debated customer service processes, functionalities and innovations with some key US customers. The Service Cloud solution has been heavily enhanced in the latest releases with the input provided by key SAP customers who have implemented this solution. The SAP Cloud for Utilities co-innovation group continues to expand, welcoming new key customers, contributors and early adopters to this important group.

   - Watch the video about the customer service workshop in Palo Alto
   - Read more in this article published on Smart Energy International

3. **Sydney Water and Their Digital Transformation Journey**

   Sydney Water in Australia provides water to over 4.3 million people, covering an area of over 12,000 km². To continue providing a world-class service to its customers, the company updated its billing and customer systems to optimize operations and simplify customer bills. Learn more about this digital transformation journey and how Sydney Water is modernizing their billing platform in conjunction with SAP.

   - Watch the video
4. **2020 Vision: A Trio of Trends That Will Drive the Utilities Business in the Coming Year and Beyond**

Utilities companies entered the last decade dealing with the consequences of a deep recession, along with the disruptive market forces unleashed by deregulation and digital technology. At the start of a new year and a new decade, the issues faced by the utilities industry are just as pressing and perhaps even more challenging. Let's look at the three trends SAP believe will shape the utilities industry in 2020 and beyond as power companies look to respond to these challenges.

[Read the article](#)

5. **Join the Customer Connection Project "SAP for Utilities on Premise 2020"**

SAP Customer Connection projects allow you to improve your SAP for Utilities on premise solution, such as SAP IS-U, SAP CRM or SAP Multichannel Foundation for Utilities and Public Sector using a direct and transparent channel to SAP development. This is a great opportunity to address your improvement requests and get regular feedback on them from SAP. We are looking forward to meeting you at the kick off call on 10 March 2019 – invitations will follow soon.

[Read more about the program (registration required)](#)

6. **New Cloud Solution Improves Market Communication for VSE**

As a result of Germany's new regulations concerning communication in the energy market, the Germany utility company VSE along with Pfalzwerke Netz AG and VOLTARIS GmbH, introduced the SAP Market Communication for Utilities. This is connected to VSE’s on-premise SAP S/4HANA Utilities solution, makes it possible to share metering data electronically in accordance with the relevant laws. The expected benefit: Increased capacity for the core business and a new business model.

[Read the press release in English](#)

[Read the press release in German](#)
7. American Water Increases Efficiency and Enables Innovation

American Water's mission is to deliver clean, safe and essential wastewater services to over 14 million customers. To drive high performance and innovation across the enterprise, the company wanted to simplify processes and improve operational efficiencies. American Water implemented the SAP HANA platform to digitalize and integrate critical business processes and empower employees in roles throughout the organization. The company is now able to accelerate its support services by responding to high-level incidents within an hour, shorten its innovation cycle by up to 50%, and reduce project durations by up to 30%.

Read the story

8. Increase Productivity Using Geospatial Data by Leveraging SAP GEF and the Spatialitics Unity Engine

The integration of GIS data with asset management workflows has become essential for utilities organizations to achieve higher productivity and superior results. The Spatialitics Unity Engine leverages the power of the SAP Geo Enablement Framework (GEF) to quickly bring a map-driven interface and business process to SAP Utilities users. Listen to the webinar to get an overview of SAP GEF, to learn more about features and capabilities of the Spatialitics Unity Engine and see use cases and benefits for the utilities industry.

Listen to the one-hour recording

9. SAP Analytics: Use Intelligence to Predict the Health of Utilities Assets

This demo highlights the insights gained from analytics and geospatial data that can be used to predict the health of substation transformers. This includes the impact on financial performance and the future maintenance strategy.

Watch the demo


Have you asked yourself what is the right customer service solution for your company? Listen to Robert Straubinger from the SAP IBU, who explains how both the SAP C/4HANA Service Cloud and the
on-premise solution SAP S/4HANA Customer Management support a number of customer service scenarios and journeys.

This presentation was held during the SAP S/4HANA for Utilities Special Group monthly meeting, where SAP utilities customers closely collaborate on the move to SAP S/4HANA. Any utilities customers interested in joining the group should send a request to mdrosson@snopud.com for the next webinar in January. As requested by our customers, the focus of this meeting is on customer conversations, issues and enablement. It is not intended to be a forum for sales and services activities.

Listen to the recording

Link to the slides

11. Tata Power Digitizes Its Procure to Pay Operations to Drive Efficiency and Transparency

Tata Power is the largest power generation company in India, providing power supply from its various plants located across India. They were looking for a single system to make their procurement processes more efficient, transparent and compliant. Together with SAP Ariba, Tata Power has been able to manage over 2000 suppliers on the Ariba Network, bring transparency to stakeholders across the business, reduce cycle times, and manage over 16,000 POs and e-invoices.

Watch the video

12. Uniper Increased Safety for Employees and Powering Plants Using Data-Driven Process Intelligence

The German-based energy company Uniper, operates a €78.2 billion trading operation and growing energy generation process, serving over 10,000 companies and 40,000 retail customers. Success requires constant plant uptime through timely maintenance and repairs. To keep its engineering and plant maintenance crews safe, Uniper’s internal audit team uses the SAP Process Mining application by Celonis to see how safety processes are being followed and to drive continuous improvement.

Read the story
13. Business Data Visualized on a Geo Map in the SAP Analytics Cloud

Have you ever wondered why and when to use a geo map in your interactive analytics dashboards? This video addresses some of the questions you might ask and answer using various types of visualization layers and geo map features in an end-to-end workflow.

Watch the video

14. Enexis Implements SAP S/4HANA

Enexis is one of the largest grid operators responsible for distributing gas and electricity in the Netherlands. The company must be able to respond quickly to changing requirements. This requires an IT environment and associated processes that can facilitate it. Enexis is preparing for energy transition using SAP S/4HANA.

Watch the Dutch video with English subtitles

15. Newsbites

- **SAP Industry Road Map for Utilities**
  This road map provides you with information about the solutions for the utilities industry today, planned innovations and future directions.

- **Discover the SAP Future Cities Intelligent Enterprise Whitepaper**
  Read this SAP white paper and discover how cities can thrive in the digital economy, by using intelligent technologies, such as artificial intelligence, blockchain, and the Internet of Things, to become citizen-centric.

- **SAP Partner Utegration Completes the Acquisition of HPC America, Originator of the SAP "FERC Module"**
  Utegration is an SAP partner who is helping utilities address the complexities of regulatory reporting, asset and lease accounting requirements using its Utegration Finance4U portfolio, which is based on SAP S/4HANA.
New SAP Multichannel Foundation for Utilities and Public Sector (MCF) Community Page

SAP MCF is a standard integration layer, which supports utilities companies in their customer interactions using different communication channels. Have a look at the new SAP Community page, which provides technical information, customer stories, learning material and FAQs.

16. Event Promotion

Meet SAP and our partners at the E-World Energy & Water 2020
February 11-13, 2020 in Essen, Germany
Have you already developed ideas on how to use the energy transition as an opportunity to change? We would like to invite you to visit us and our partners AWS, bpc, BTC, Convista, cronos, DSC, Energy4U, Intense, Natuvion, and Power Reply at booth 322 in hall 3 to discuss your ideas and get information about our newest innovations. Please contact Ida Ruemenapp to arrange an appointment.

Register Now for Pacific Northwest Utilities Day 2020
February 27, 2020 in Vancouver, Canada
Join SAP, Utegration and industry colleagues from Pacific Northwest utilities for a deep dive into SAP innovations, including customer experience, Cloud for Energy, cool tools for Intelligent Asset Management and information about preparing for the move to SAP S/4HANA - why and how to get started.

SAP-Centric EAM & Supply Chain
March 16-18, 2020 in San Antonio, USA
Join us at the premier conference for SAP Asset Management and Supply Chain. Fairfax Water will present the "Top 10 Ways to Squeeze More Value from Your SAP EAM Investments" on March 18th at 11am.

Join us for the International SAP Conference for Utilities
April 1-3, 2020 in Basel, Switzerland
The SAP Community will meet for our annual event in Basel, Switzerland in less than two months. The packed agenda is already live. We are looking forward to meeting you there.
Save the date for SAPPHIRE NOW and ASUG Annual Conference
May 12-14, 2020 in Orlando, Florida
Join us in Orlando for game-changing insights, innovations, enablement, business opportunities in the era of the experience economy powered by the intelligent enterprise. Utilities-specific presentations will also be held here. Stay tuned for the announcement of the agenda.