

Accelerating customer experience with a preconfigured SAP platform

SAP Customer Information System
(CIS) for utilities



EY
Building a better
working world



SAP
Global
Partner

Three strategic elements of a future customer service platform

1.

Team with the right experience

- ▶ The EY organization stands as the leader in CIS implementations, having secured more CIS projects with major power and utilities clients in recent years than any other vendor.
- ▶ The team members played crucial roles, and their experience and insights will prove invaluable as we help shape utilities' platforms of the future.



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2.

Proven approach, tailored for utilities

- ▶ By providing the latest and most relevant insights and research, we bring a customer-centric approach focused on leveraging the past, embracing the now and envisioning the future.
- ▶ Together, we will use core technologies to determine the right solution for each requirement while layering in emerging technologies, including artificial intelligence (AI) and automation.



3.

Focus on achieving the right outcomes

- ▶ Our solution will provide operational efficiencies and customer experiences that capture opportunities while meeting stated expectations.
- ▶ Derisking the "customer service platform of the future" program will mitigate potential customer, operational, data and technology risks.



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EY has the strategic recognition of a RISE with SAP Validated Partner.

A foundation for sustainable success

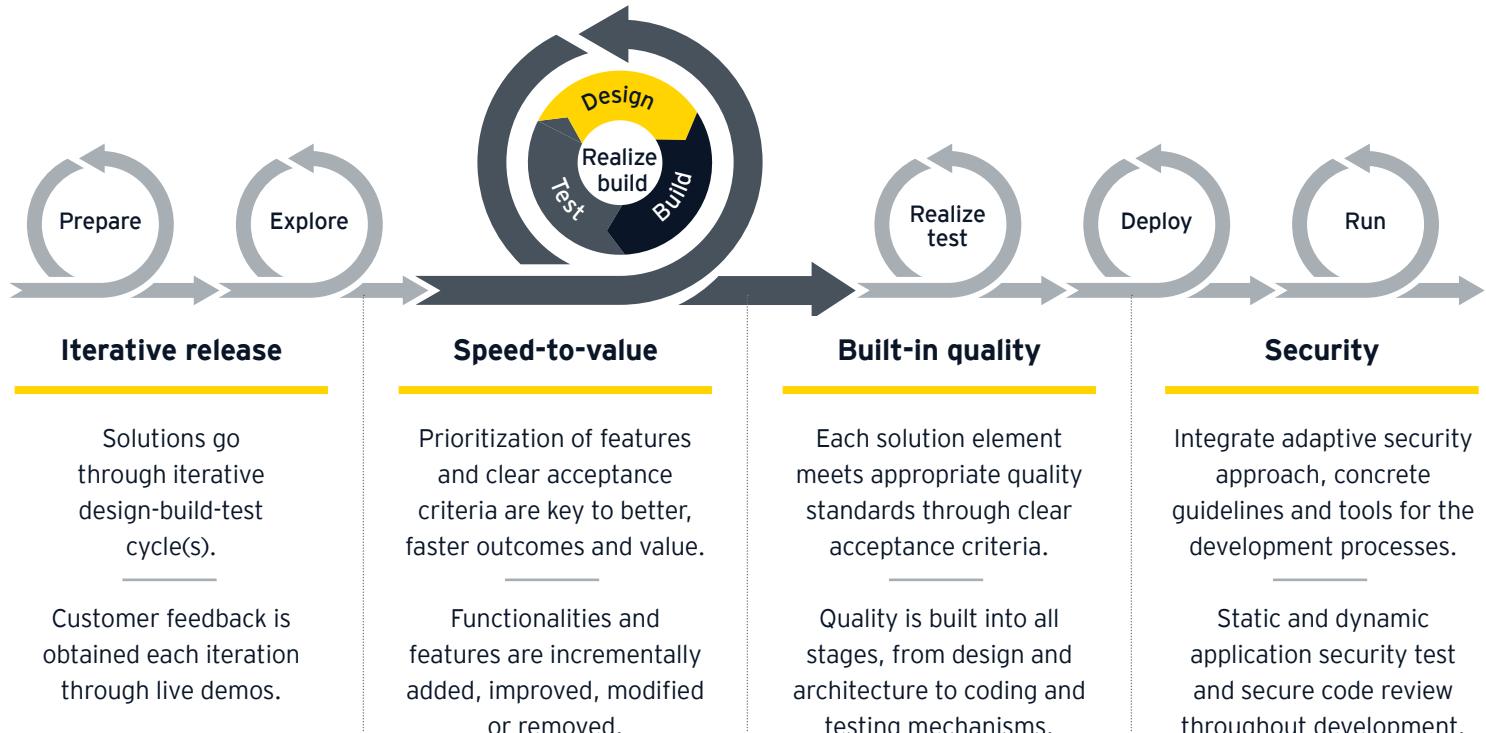
Value realization	Capability assessment	Integrated IT	Humans@Center
<p>A business case that outlines a clear strategy and vision supported by a deployment roadmap that is designed to enhance capability build and economic value.</p>	<p>Outline business objectives with capabilities and end-to-end processes in mind while leveraging technical standards.</p>	<p>Complete view of the end state technical and data architectures, enabling functions, and support structures.</p>	<p>A transformation team with the right skills, made up of the right people who are prepared to lead through moments of stress and overcome common pitfalls.</p>

Expanding value for utilities

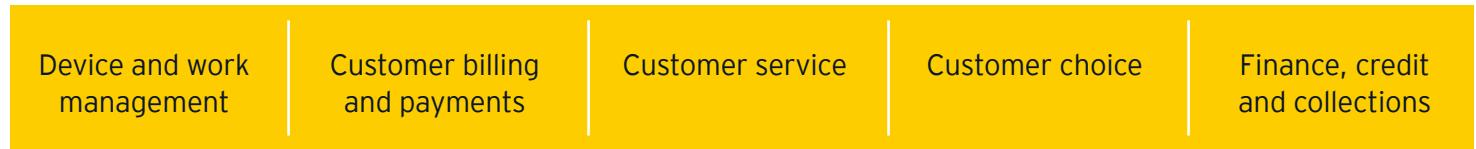
Innovation and modernization	Improved customer experience	Increased speed-to-market
<p>Designed to leverage key SAP® products and accelerators that are complemented by utility-specific innovation that add value, including the EY Power & Utilities Insight Center (PUIC).</p>	<p>Solution designed to help enable self-service, decrease transaction processing times and increase choice in how consumers interact with their utility.</p>	<p>Powering for the future, the new energy environment can be established more rapidly than traditional implementations.</p>

EY Transform for SAP methodology

A continuous learning and process improvement journey that we have mastered, and we can bring this broad perspective at scale to help you in your customer experience transformation journey.



Impacts to entire meter-to-cash lifecycle



Functionality	Considerations	Benefits
<ul style="list-style-type: none">▶ Preconfigured CIS solution▶ Embedded with accelerators▶ Involves cross-business collaboration:▶ Front office▶ Back office▶ Digital▶ Regulated/deregulated	<ul style="list-style-type: none">▶ Understand the investment needed▶ Operations process evaluation▶ Program governance▶ Change management▶ Adoption▶ Capital vs. O&M project spend	<ul style="list-style-type: none">▶ Cost reduction▶ Less discovery/configuration time▶ Process efficiencies▶ Enhanced value to customers▶ Agility to change with market conditions

Driving digital transformation

1. Harmonize the operating model across operating companies to enhance the end-user experience
2. Support new complex services (renewables) and rate structures on a single billing engine
3. Scalable growth for innovation, such as advanced metering infrastructure (AMI), distributed energy resources (DERs) and electric vehicles (EVs)
4. Rapidly respond to customer and regulatory trends to help enable grid modernization

Why the EY solution is right for you

Opportunity

Traditionally, implementing enterprise solutions has been overwhelming for utilities due to many factors, including size of scope, length of journey and implementation cost. Utilities desire to rapidly deploy a full-fledged CIS platform to modernize their customer service operations.

Solution

EY professionals teamed with SAP to preconfigure a smart and innovative platform to help enhance current and future utility operations. This platform is equipped with harmonized business processes based on our proven implementation experiences at leading utilities.

Outcome

Streamlined processes help deliver a quality product based on a differentiated customer experience, digital enablement and innovative growth. By modernizing customer operations, this enterprise tool will ultimately add value by providing better customer and employee experiences.

EY-SAP Alliance accolades

Our outcomes-focused approach to SAP transformation unlocks more value, reduces disruption, and gives energy and resources companies the power to transform for the future. We're helping utilities reshape for the future while meeting the commercial imperatives of today.

EY organization is a multiyear (15) recipient of the coveted SAP Pinnacle awards, recognized by SAP for our thought leadership, technology innovation and commitment to client excellence.



Learning and Skills
Growth Partner of
the Year



SAP Business Technology
Platform, Customer
Success Strategy
Partner of the Year



Validated
Partner



Industry Cloud
Partner of the Year



Social Impact
Partner of the Year

What makes our solution different?

- ▶ Simplification via process harmonization and scalability of standard SAP functionality
- ▶ Seamless integration with existing systems
- ▶ Speed-to-implement functionality

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An agile SAP approach
gave Eversource a
power surge



Consumers navigating
the energy transition



EY Energy Industry
Cloud for SAP solutions

EY | Building a better working world

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Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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