TAKING THE LEAP TOWARDS CUSTOMER CENTRICITY

Infosys | Catalyst for SAP S/4HANA®

Pre-configured solution for the utilities industry

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The utilities sector is all set to step away from their meter-to-cash and legacy customer service applications. With IoT and smart metering, the industry is undergoing a complete digital transformation. At the same time, the industry is grappling with the costs and complexities of maintaining their existing systems. SAP S/4HANA offers these businesses a great platform to not only improve their business and operational efficiencies, but to explore innovations with the potential to bring in unprecedented value.

Infosys Catalyst for SAP S/4HANA, part of Infosys Cobalt, is a pre-configured industry-specific solution to transform the business processes for utility firms, help them operate in real-time, with predictable and manageable costs. The solution is built on the powerful S/4HANA 1709 platform leveraging SAP's latest offerings for cloud (C4C), digital (Multichannel Foundation), analytics (BW/4HANA), and usability (Fiori). The solution is available for electric, gas, and water utilities and can be implemented for both residential and non-residential customers.

UNLOCK VALUE FASTER - FROM EFFICIENCIES AND INNOVATION

Automation

Leveraging our experience and expertise as a global SAP partner, the solution helps drive development of SAP S/4HANA by co-innovation, new product validation, early enablement, and joint client engagements. With templates, automation frameworks, tools and accelerators we deliver the people+software advantage, reducing the time and effort of implementation by up to 30 percent.

- 1000+ test suite with SAP T-Codes that are fully automated and ready-to-run

- Data migration toolkit with specialty upload programs to accelerate and automate the conversion

- Pre-built integration with Infosys Skava, a leading provider of e-commerce solutions for creating digital front-end for customer self-service

- Integration with Infosys Panaya, a leading provider of automation technology for accelerated manual testing and training material creation

Innovation

We bring a Design Thinking approach to process transformation and value assessment starting with a deep understanding of our client's business and IT objectives to find the most critical problems to solve – and the biggest opportunities ahead.

- End-to-end pre-configured SAP CR&B system with 200+ level 3 processes across all sub-functions and SAP modules

- 50+ pre-configured industry business scenarios in meter-to-cash, customer service and demand side management

- Pre-built BI and analytics content and dashboards mirroring the common utility personas like billing manager, call center supervisor, etc.

- Use of SAP Multichannel Foundation to deliver a seamless and omnichannel end customer experience
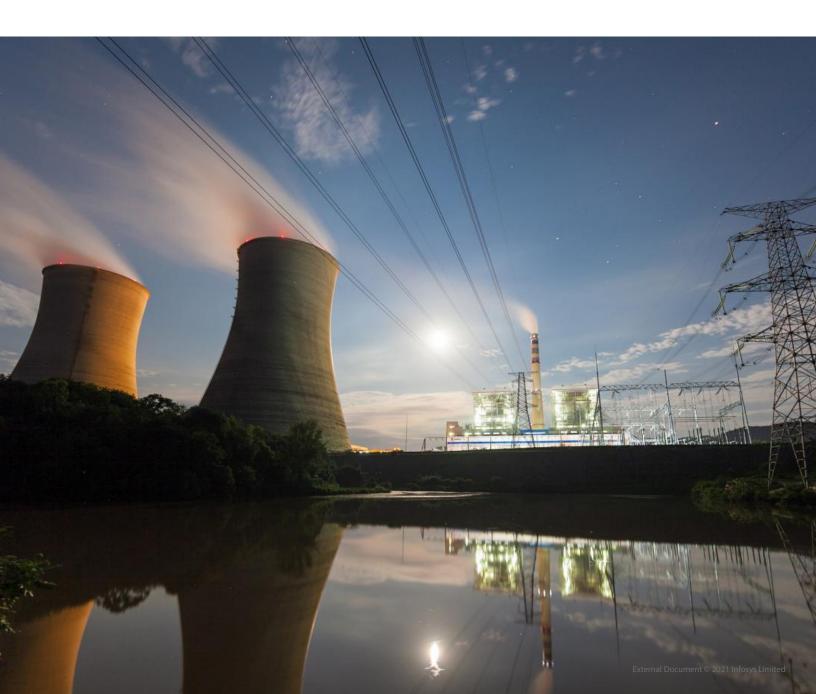
Learning

In our study of the client's landscape, we capture knowledge of the business environment and knowhow of processes performed in customer information systems, data warehouses and other legacy systems to improve and accelerate these within the specific context of operations. This learning, along with our own deep experience, feeds into the design, creation and sustenance of the new implementations.

- Supreme business process repository with complete business process design documentation delivered on a SharePoint environment

- Robust user training material including videos to support self-learning

- Wiki based user learning experience to maintain and run the new system post implementation

DELIVERING BUSINESS VALUE

- Up to 30 percent reduction in implementation effort with automation, out-of-the-box configuration and lower subject matter expert's time requirement
- High-performance billing batch on the HANA environment with up to 50 percent reduction in meter-to-cash exceptions

- Improved customer satisfaction with advanced customer analytics
- Faster piloting and introduction of next-generation rates
- Quick revenue recognition with lower billing errors

- Reduced call center costs by up to 30 percent within 12 months due to broader self-service adoption
- Cleaner, simpler ERP environment to support agile innovation

GETTING STARTED

To help you with your transformation journey, we offer you host of options to deploy the solution your way. Based on our experience working with global utility companies and with a strong team of S4/HANA consultants we help you provide improved and new business processes and next generation user experiences across the value chain.

Discover how the Pre-configured SAP S/4HANA-led Transformation Works (in 3 Hours)

Review the value that Infosys Catalyst for SAP S/4HANA can bring to your utilities business transformation journey. Participate in a walk through to discuss industry trends, capabilities and the potential path to value for your enterprise.

Value Assessment & Proof of Concept (in 4-8 Weeks)

Value assessment and delivery to discover the current CIS landscape, associated problem statements, opportunities for process reengineering and reimagine a target state by identifying the suitability of re-implementation or system conversion along with proof of value and a prototype for a specific problem statement or opportunity.

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

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