

**Deloitte Leading Practices Solution  
for Utilities (DLeaPS-U)**  
Empowering innovation at the core

# Empowering innovation at the core

Rapidly transform your business with a modern ERP solution

The utility of the future is a digital one. With greater digitalization, utilities large and small can get a better view of their information, automate more activities, make more informed decisions, and respond to the expectations of an increasingly digitally engaged customer base. In turn, they can function more efficiently, explore new opportunities for growth, operate more strategically, and develop the edge they require to thrive amid disruption in the energy space.

The current reality for many utilities, however, falls short of the vision for the future. Aging systems, disparate systems, entrenched manual processes, and exponential growth of data can

make effective digital transformation challenging. Add in the exponential pace of technology innovation, and many leaders become uncertain where to begin with transformation. Ongoing regulatory pressures, as well as market pressures to operate more sustainably as a “green” enterprise, compound the challenge.

“The current reality for many utilities, however, falls short of the vision for the future. “



Addressing digital needs

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# Addressing digital needs

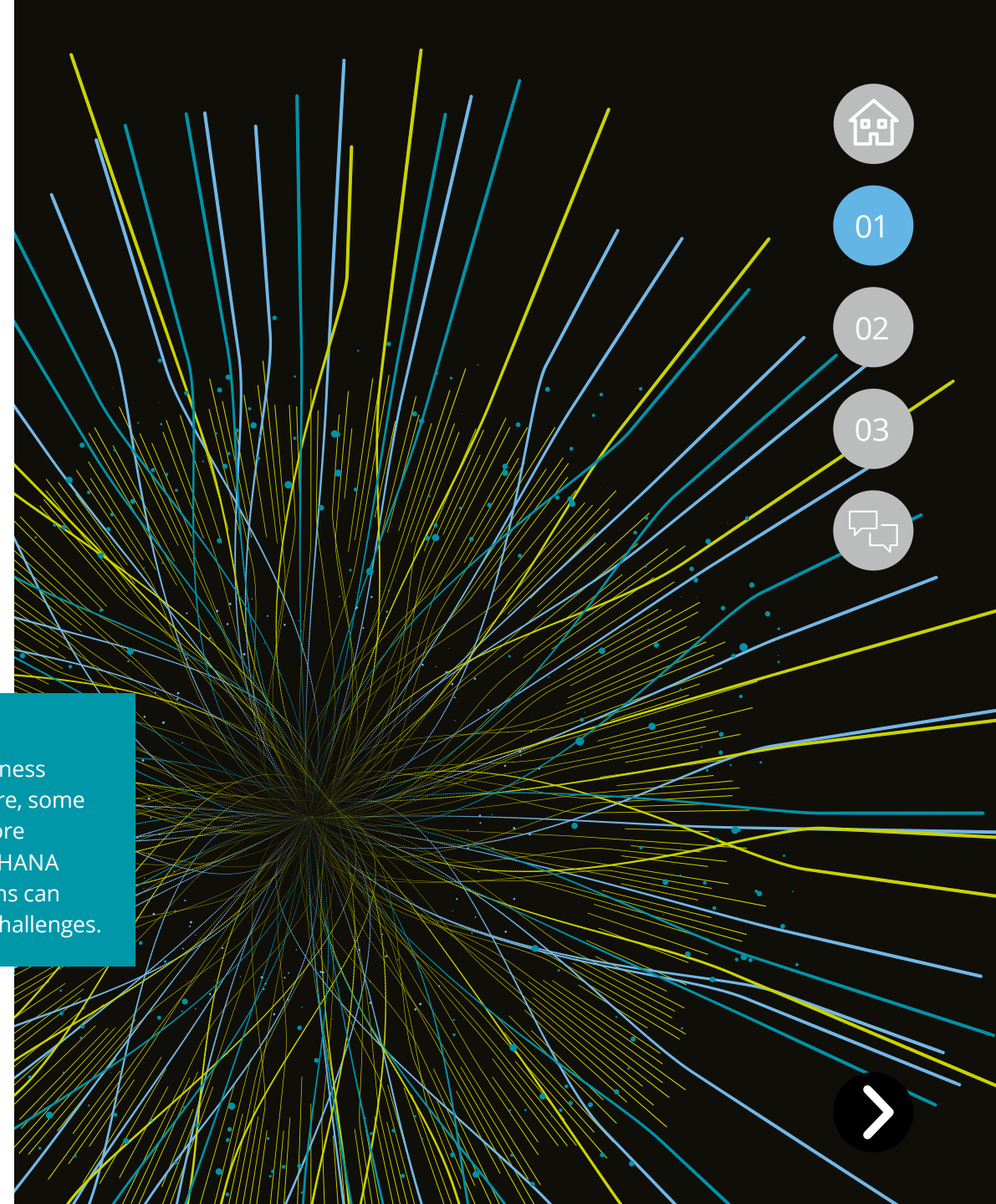
In search of modern IT solutions that can better support today's business needs, some leading organizations have turned their attention to solutions such as SAP S/4HANA®, a modern digital core ERP that can help simplify business processes, bring next-level capabilities for real-time analytics, deliver clarity for finance, improve asset management, streamline supply chain management, and enable the workforce.

At the same time, many leaders across the utilities space see such technology as key to enabling new business models and innovative capabilities—such as smart infrastructure management, Internet of Things (IoT) services, machine learning, and predictive asset maintenance. But even with the latest technology, transforming core operations and positioning the enterprise for future innovation can bring plenty of technical and process-related challenges.

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## It's all connected

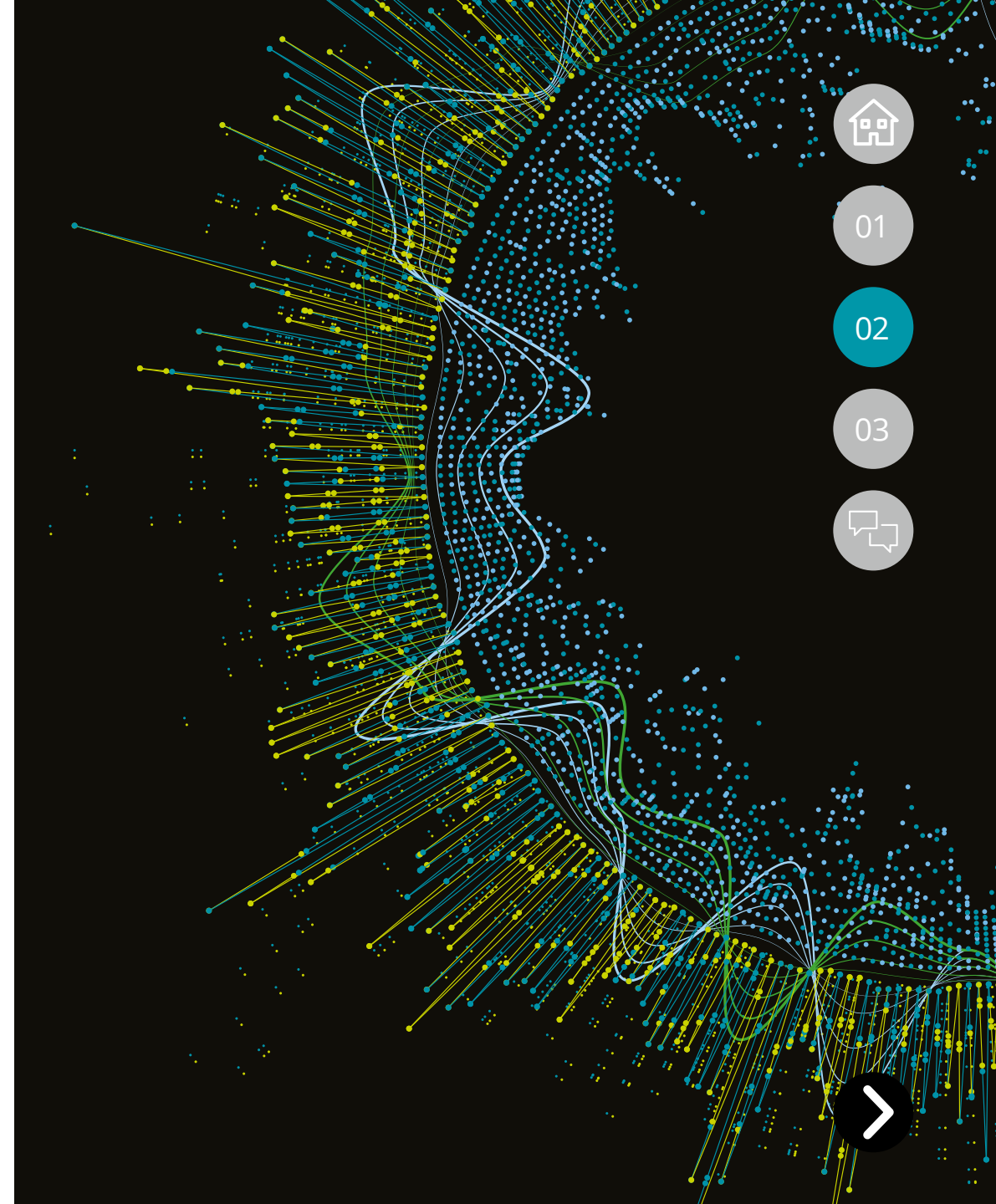
As many utilities seek to streamline business processes and align with the digital future, some leaders have turned their attention to core systems modernization and the SAP S/4HANA ERP platform. But implementing solutions can present myriad business and technical challenges.



# How we can help

To help you rapidly deploy modern digital capabilities for a changing marketplace, the Deloitte Leading Practices Solution for Utilities (DLeaPS-U) delivers SAP S/4HANA as a preconfigured, out-of-the-box, industry-ready offering. As an end-to-end system for running your entire business, DLeaPS-U can help you rapidly implement a modern digital core, tame complexity, and operate more efficiently.

In addition to the core SAP S/4HANA functionality for streamlining business transactions, supporting a transparent system of record for your digital data, and delivering insights with embedded analytics, DLeaPS-U provides a broad set of functionality. Key features of DLeaPS-U include a fully functional web interconnection to support call-center operations, a real-time FERC solution, enhancements for utility asset accounting, integration to GIS for spatial views of master and transactional data, and customized SAP® Work Manager fields and screens to support workers in the field. Across the solution, heavy UI improvements can be expected through the use of SAP® Fiori applications wherever applicable.





## How we can help

# Accelerated results

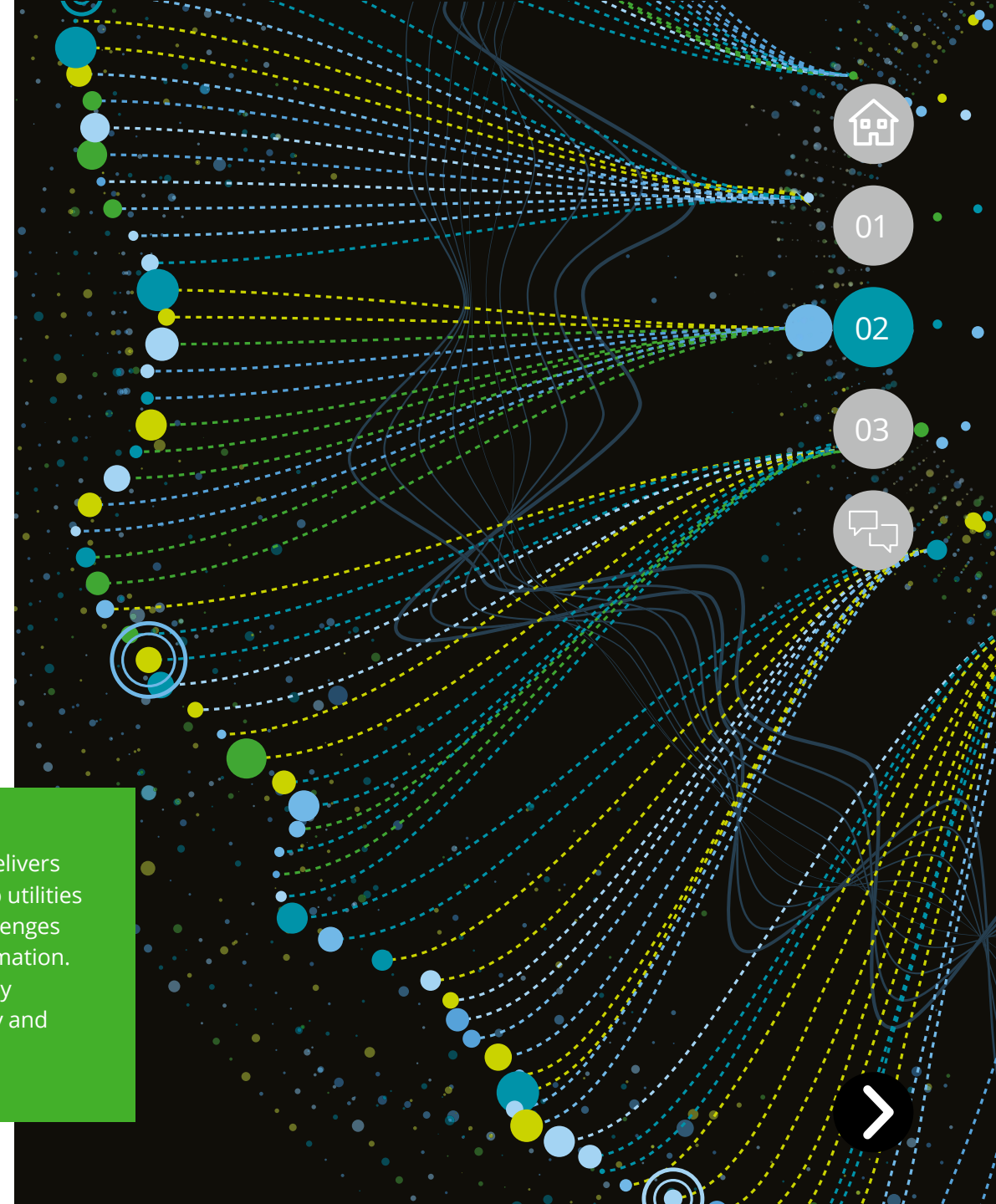
By moving to DLeaPS-U, you can spend less time managing IT and focus on the business. DLeaPS-U brings you a preconfigured SAP S/4HANA ERP solution, tailored for your industry-specific needs and coupled with proprietary Deloitte industry accelerators. DLeaPS-U leverages our IndustryPrint business process framework, leading practices, scenarios and templates, proprietary connectors, enhanced UI, KPI framework, and other tools that can help accelerate your move to SAP S/4HANA—allowing you to modernize your core systems rapidly.

We can even host the solution in a managed cloud for you, meaning you can worry less about scaling your infrastructure and keeping software up to date. Our managed cloud option provides a complete solution stack, including licensing, infrastructure, and application-managed services via a consumption-based model.

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### The big idea

The DLeaPS-U preconfigured solution delivers leading practices and technology to help utilities address the business and technical challenges that can come with digital core transformation. With DLeaPS-U, organizations can rapidly deploy SAP S/4HANA, helping to simplify and strengthen their operations while also supporting future innovation.



# Integration plus innovation

With native integration between the SAP S/4HANA finance, procurement, asset management, and project management modules, DLeaPS-U can help you get a single version of the truth—with embedded analytics that can support real-time decision-making. Want to analyze asset and consumption trends across your business? Want to optimize the lifecycle of equipment and address maintenance issues proactively, before a failure? Want to identify broader macro trends within your business that can help you determine your level of risk and plan accordingly? DLeaPS-U can help deliver the capabilities you will require while also supporting your ability to take your operations to a new level. With SAP S/4HANA analytics, for example, you can enable predictive maintenance, automate servicing activities, and see more clearly across the entire value chain.

And if you choose to run DLeaPS-U in the cloud, you can scale readily, integrate easily with cloud applications such as SAP® Ariba® and SAP® SuccessFactors®, and connect your enterprise with big data and IoT frameworks—supporting your ability to run intelligent sensors and devices. In fact, our solution is enabled to operate readily with the SAP® Leonardo digital innovation system, which offers a portfolio of leading-edge capabilities that span IoT, big data, machine learning, and beyond. We also can manage DLeaPS-U for you—with an award-winning, SAP-recognized team that takes on the needs associated with infrastructure management, security, software updates, and more.

## Utility for utilities

With DLeaPS-U, you can begin transforming activities across the enterprise. Here are a few key scenarios that our solution can help you enable and support:

### Customer relationship management

- Electric, gas, and water service for customers
- Payments, returns, account determination, deposits, refunds, direct debits, taxes
- Billing: residential, commercial, print, exceptions, cancel/rebill, OpenText integration
- Customer service: searches, create customer/account, move-in/out, product change, replication, factsheet, billing views
- Meter reading, exceptions, AMI integration, meter procurement

### Finance

- General ledger management, cost center masters, profit center masters
- Transaction processing
- Non-PO invoices
- Capital work-order lifecycle, asset accounting
- Month-end close
- FERC/regulatory reporting

### Supply chain

- Source-to-contract (establishing a long-term purchasing contract)
- Source-to-pay (one-off buying)
- Buying against a punch-out catalog
- Contingent work management (procurement of contractor services)
- Inventory management (management of inventory to the storeroom level)
- Warehouse management (management of inventory to the bin level)

### Enterprise asset management

- Capital work (long cycle): customer- and utility-initiated
- Customer work (short cycle)
- Maintenance and inspections
- Project initiation and budgeting/planning



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# Potential bottom-line benefits

What kind of results can you expect by modernizing your systems and moving to an SAP S/4HANA solution in a managed cloud? Here are a few potential benefits you could see.



Deploy a single system of record that can provide a single source of the truth across your entire business



Boost your ability to respond to changing market conditions



Simplify IT so you can spend less time on systems maintenance and more time on innovation



Embed analytics to deliver actionable insights for strategic decision-making



Gain insights that can help you manage the business better



Eliminate process silos between departments



Reduce complexity and boost employee satisfaction, thanks to a modern, intuitive SAP Fiori user interface and apps



Improve cost management through improved analytics for maintenance and other needs



Provide an enterprisewide innovation platform that can leverage emerging technologies, big data, IoT capabilities, and machine learning to help you deploy new business models and apps



Improve compliance and reporting through systemized policies and procedures



Enhance your ability to provide predictive and preventive maintenance for assets, getting ahead of issues instead of just reacting to them



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# Let's talk

How can you start transforming your organization with SAP S/4HANA and cloud to meet today's needs as well as tomorrow's challenges? A great place to start is with a conversation. We have more insights at the ready to help you understand how SAP S/4HANA enabled by DLeaPS-U and the Deloitte team can address some of your most pressing IT and business demands. Contact us to get the conversation started, to schedule a demo, or to learn more about our strength with SAP solutions.

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## Why Deloitte?

What can we bring to your journey with SAP S/4HANA and cloud? Plenty. Here's a look at a few things that you get when working with Deloitte to deploy DLeaPS-U.

**A "business first" approach.** We do more than provide technology as an SAP value-added reseller. We put strategy first. The approach means we focus on understanding how your organization works, how it can work more effectively, and what it takes to align business processes to deliver results with SAP S/4HANA, additional SAP solutions, and other technologies—all to address the unique needs of your business.

**Deep know-how.** We have extensive experience in systems integration, with a long track record of delivering projects on time and on budget for utilities clients as well as organizations in every major industry. In fact, we're recognized for our SAP leadership, winning SAP® Pinnacle Awards for SAP S/4HANA three years consecutively, from 2016 to 2018. Our global network of more than 16,000 business and technology professionals focused specifically on SAP means we can address needs across the enterprise, across industries, and across geographies. And our alliance with SAP extends back nearly three decades. We have a dedicated team of practitioners who have spent their careers implementing SAP for utility companies all over the globe. DLeaPS-U represents our team's cumulative experience and leading-practice thought leadership in the power and utilities industry.

**Resources at the ready.** In addition to our proprietary accelerators and templates that can help you start seeing value sooner, we also help you make the business case for investing in SAP S/4HANA and cloud. To do that, we leverage our Enterprise Value Map, a tool for linking activities with business results—not simply technical requirements. It's an approach that involves deeply analyzing layers of your activities, your opportunities, and the possible impact across the entire spectrum of value—from revenue growth to operating margin to asset efficiency to fundamental expectations for how your business should run.



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