

**Deloitte.**



## **Utilities Reimagined**

Enable rapid digital transformation with cloud  
and a digital core ERP, EAM and CIS solution

## Utilities Reimagined

# Powerful forces in action

For utilities of all sizes today, powerful forces are at work. The expectations of utility customers are rising fast. They want lightning-fast information and services, as well as highly personalized experiences. At the same time, rapid changes are taking place across the entire marketplace as renewables and sustainable practices displace traditional business models.

Evolving regulatory demands and a dynamic political environment, meanwhile, add to the complexity—as do the challenges that come with an aging workforce. How can you give today's employees meaningful, intuitive tools while also addressing the future of work and providing tomorrow's workforce with the capabilities they expect? And ultimately, what will it take to activate a truly digital utility that can adapt even as the whole world changes around you—to thrive amid constant disruption?

It's time to reimagine *everything*.



# Reimagine transformation

Digital enterprise transformation offers an opportunity to reimagine how work gets done and how the organization engages with customers. Aging, siloed, static systems might still deliver plenty of value for your organization, but can they support a true transformation—one that can help you keep up with rapid marketplace changes and innovate at scale?

### Cloud

For many leaders of utilities, cloud technologies will lie at the heart of transformation strategies. With cloud solutions, organizations can simplify their IT landscapes, consuming software and services on a flexible or “pay for only what you need” basis. The cloud debate at times has been a passionate one, but industry leaders no longer view cloud as optional or experimental. They see it as integral to their digital future and necessary for building a competitive edge—with cloud offering inherent security, the potential for lower total cost of IT ownership, the ability to scale swiftly, and access to the latest software innovations as they become available. And as accounting and regulatory rules change, it becomes easier for utilities to adopt cloud technologies to enable transformation.

### AMS

Application management services (AMS) also can help make the adoption of cloud technologies easier—allowing you to shift support burdens to an external provider such as Deloitte, while maintaining limited internal support staff. An AMS approach for managing, enhancing, and maintaining custom or packaged software provides an “as a service” model that includes every aspect of the application lifecycle—strategize, design, build, deploy, and operate. The potential benefits? Enhanced security, cost savings, speed, agility, reduced risks, and efficient use of resources—so you can embrace software innovations as they are released and respond effectively to market changes.

# A flexible solution that you can deploy fast

A digital core will be critical for transformation—essential for managing growing amounts of data, streamlining processes, meeting stakeholder expectations, delivering real-time insights for decision-making, and enabling innovation.

The Utilities Reimagined offering from Deloitte is designed to provide an accelerated path to the modern digital core ERP, EAM and CIS—delivering a preconfigured SAP S/4HANA® and SAP C/4HANA solution hosted in the cloud and supported by Deloitte's leading AMS capabilities.

### Cloud-enabled transformation as a service

Utilities Reimagined allows utilities of all sizes to leverage the SAP S/4HANA digital core ERP and the SAP C/4HANA customer experience suite as a managed service offering. Delivered through a flexible-consumption model, Utilities Reimagined can enable you to deploy SAP S/4HANA via the cloud through an “as a service” or “pay as you go” approach—so you can get leading-edge digital capabilities that align with your organization's needs and vision.

With Utilities Reimagined, you get the power of SAP S/4HANA and SAP C/4HANA in the cloud—as a fully configured suite of capabilities for ERP, supply chain management, enterprise asset management, and

customer relationship and billing management. You also get a dedicated team of Deloitte professionals working continuously to manage, enhance, maintain, and secure SAP S/4HANA and supporting applications.

### Acceleration plus innovation

As a fully configured, ready-to-deploy, subscription-based solution tailored to utilities' needs, Utilities Reimagined can help you get up and running fast with the benefits of SAP technology, cloud, AMS, and security enhancements—so you can spend more of your time and resources on building your business, fine-tuning strategies, and generating new value.

And as a platform that can support innovation, Utilities Reimagined also includes best-of-breed functionality for voice interaction, customer self-service, spatial integration, field mobility, intuitive user experience, predictive maintenance, and real-time FERC reporting and compliance.

## Utilities Reimagined

# You have options

Deloitte's Utilities Reimagined offering is preconfigured for utility-specific needs, incorporating industry leading practices. But it is not a "one size fits all" solution. You have options for how you deploy it.

- License the product and minimize your capital outlays, or deploy it as a traditional technology implementation project
- Choose one of two deployment options—on-premise deployment or a turnkey cloud-hosted solution with managed services
- Run SAP S/4HANA hosted on one of three major cloud platform providers: Amazon Web Services, Google Cloud Platform, or Microsoft Azure
- Take on as much support and management tasks as you choose, or turn responsibilities over to Deloitte for turnkey operation
- Choose and deploy as few or as many product options and functionalities as you wish, with a menu of choices to explore
- Regardless of the option you choose, you get the benefit of ongoing product releases and upgrades



# The Deloitte difference

Why work with Deloitte to transform the enterprise with SAP S/4HANA, cloud, and AMS? There are plenty of reasons.

Here are a few.

- Through a “business first” approach, we can help you reimagine your front-office, back-office, field and customer operations, including finance, supply chain, human resources, and asset management—so you can tightly align new

technologies with business processes, find opportunities to intelligently automate activities, realize new efficiencies, improve the customer experience, and save on costs.

- We bring extensive, industry-specific integration experience plus proprietary tools such as data-migration accelerators—to help you rapidly build an efficient, connected, and comprehensive digital ecosystem that can support transformation.
- We know SAP. Our list of certified SAP solutions is a long one—thanks to our decades-long relationship with SAP, which includes a lengthy history of co-innovation. For three consecutive years, our team has earned the SAP® Pinnacle Award for SAP S/4HANA, testament to our ability to help clients deliver results with SAP digital core solutions. We also earned 2018 SAP Pinnacle Awards for SAP® Ariba®, SAP® SuccessFactors®, and SAP Leonardo.

- We bring more than business consulting and IT know-how. The global Deloitte network brings a deep skillset that encompasses tax, audit, human capital management, and more—meaning we can help you address risks, engage with regulators, and manage change as you activate the digital utility.
- With award-winning cloud capabilities, a dedicated SAP utilities transformation team, and a range of offerings focused on back-office processes, we can help you smoothly transition from strategy development all the way through to “operate” mode—helping you realize meaningful, measurable results for your business.

## Utilities Reimagined

# Let's talk

Utilities have a lot of things to focus on these days. Digital demands. Decarbonization trends. Disruption at every turn—from the rise of blockchain to the impact of renewables. Innovation is imperative, but you don't have to innovate alone.

Deloitte can help you reimagine your business, your data, your customer experience, your third-party relationships, your assets, your opportunities, and everything—and then help deliver results with cloud and SAP solutions.

What does a modern digital core look like? How can you accelerate digital enterprise transformation with cloud and application management services? And how can you continue to innovate in response to market trends, while removing worries? Let us show you how. If getting ahead of tomorrow's big digital challenges is a priority for your organization, we should talk.

Contact us to get the conversation started. We can provide a demo of Utilities Reimagined, share additional transformation insights, or discuss a specific challenge your organization faces today.

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