HCLTech | Supercharging Progress™

Base90
for Utilities

A packaged deployment accelerator toolset for meter-to-cash operations on SAP S/4HANA

Limited by your current customer information and billing solution?

Today's consumers demand seamless customer experiences across all touchpoints with a business– and that includes with their utility providers. Yet as an industry, utilities has struggled to build a truly customer-centric culture.

Part of the issue is that many public and private utilities still operate on aging customer information and billing systems (CIS). These lack the cost-effective and native integration capabilities that drive agility – meaning utilities can't quickly adopt new technologies to respond to evolving customer expectations.

Today's utilities need a rapidly deployable, comprehensive CIS solution able to leverage new technologies such as Beyond Meter, Market, advanced metering infrastructure (AMI), internet of things (IoT), connected devices, and distributed energy resources (DER). The solution must also meet customer demands for sustainability, energy effciency, and consumption monitoring.

This is where HCLTech and SAP S/4HANA can help.

Base90 for Utilities has you covered

Based on a modern architecture that provides an agile platform, HCLTech's Base90 for Utilities allows you to effectively utilize new technology areas.

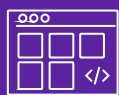**A pre-defined solution for Customer Relationship and Meter-to-Cash processes**

We went back to the drawing board with SAP S/4HANA, creating a true white label solution designed from the ground up. Base90 for Utilities leverages the SAP S/4HANA Digital Core and SAP's industry solution for utilities, strengthened by HCLTech-developed add-on solutions. It provides a deployment accelerator based on industry best practices and our 25+ years of experience designing and delivering SAP Customer Relationship and Billing solutions for Tier 1 and Tier 2 utilities in the regulated and de-regulated markets of North America.

Strengthened by HCLTech-developed add-on solutions

Intelligent customer experience

Enables more efficient customer interaction management

Exception management framework

Optimizes the exception management process

Customer self service

Offers HCLTech's multi-platform customer self-service solution

Chatbot integration

Provides chatbot integration for more seamless resolution.

Field service integration

Offers HCLTech's multi-platform field service solution

Base90 for Utilities tools and capabilities

Base90 for Utilities has been designed for quick deployment to a customer's chosen environment, whether on-premises or in a privately hosted cloud environment.

The solution comes with a delivery briefcase containing several accelerators that help the project minimize project startup time, while equipping the project team with the appropriate tools and collateral to allow for e cient execution of design validation workshops, configuration requirement capturing, testing, and migration.

We leverage Jira and Confluence as enhanced project support tools as part of our Activate+ Methodology, which utilizes a hybrid Agile/Waterfall approach to drive early availability of a minimum viable product.

Solution Highlights

Multi-service line enabled	Extensive process inventory	Extensive test case inventory	Extensive migration object library
Business processes are designed to operate across multiple service lines by meeting specific requirements for Electric, Water/Wastewater, Gas, and Sanitation for both metered and unmetered billing.	Nearly 70 defined business processes, with supporting documentation and process flows, and associated user roles and security profiles, are available to enable a quick startup. The business processes are grouped across the core utility meter to cash operational areas.	An extensive inventory of unit, integration, and user acceptance test cases accelerates testing, while also freeing up project teams to focus on test cases required for specific localization requirements.	A complete migration object library for nearly 50 unique data objects including field-level mapping templates, allowing client teams to get a head start on data mapping exercises for migration purposes. The library contains mapping as well as technical specification documents.

Benefits of our Base90 for Utilities

Standardized solution

The project team can focus on requirements that may be unique to a particular localization while leveraging what is common across all utilities.

Quicker deployment

A solid working foundation allows the team to validate processes and functions against customer requirements in a tangible manner. This avoids the early design phase misunderstandings that can cause significant time and cost overruns.

Shorter deployment timeframes

Earlier access to a solution to validate meter-to-cash processes accelerates the design and build phases, resulting in a quicker time-to-value and more time to focus on testing. This reduced load can translate into fewer resources and a more aggressive deployment timeline.

Reduced project cost/risk

Shorter deployment and lower headcount requirements translate directly to cost savings during the solution implementation.

Project risk is driven down by providing a relatable environment for the team to validate against.

Simplified maintenance

By limiting custom development, the overall maintenance life cycle of the solution becomes simpler and less costly. A version upgrade or service pack application will require less effort, since the need to regression test custom development will be limited.

Scalable solution

SAP's industry solution for utilities is deployed across a wide variety of utilities, ranging from small local utilities to large multinational investor-owned entities operating in both regulated and deregulated environments. HCLTech's Base90 solution will grow with your business.

Expandable footprint

Since HCLTech's Base90 solution leverages the SAP S/4HANA digital core as its foundation, it is a native component of the overall SAP suite of ERP products. Integration is embedded in the SAP S/4HANA solution, and if a customer elects to expand the ERP footprint, the solution will remain tightly integrated.

Interested? Get in touch to learn more at SAP@HCL.com

About HCLTech's SAP Practice

To get the best return on your digital investments, you need a partner that doesn't just do SAP right, but does it better. Our SAP practice works seamlessly with HCLTech 's digital consulting, engineering services, IoT WoRKS™, and cloud infrastructure practices to design, implement, and support tomorrow's integrated, intelligent solutions today. As an SAP Global Strategic Services Partner, our 10,000+ consultant base leverages insights, advanced accelerators, and industry-acclaimed frameworks to deliver award-winning services from local offices across Europe, Africa, Asia, and the Americas.

SAP, Done Better.

https://www.hcltech.com/sap

HCLTech | Supercharging Progress™

hcltech.com

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of $11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.