

**LEGACY MODERNIZATION FOR US
BASED NATURAL GAS DISTRIBUTION COMPANY**



ABOUT CUSTOMER

A natural gas distribution company, headquartered in Washington, DC and serves more than 1.1M customers in the District of Columbia, Maryland & Virginia.

CUSTOMER BUSINESS NEEDS AND CHALLENGES

- Legacy Billing Software required huge manpower for accounting & billing
- Unaccounted revenue leakages because of inefficient reconciliation process
- Integration issues with heterogeneous systems & integration partners
- Huge maintenance cost & regulatory compliance cost





ENGAGEMENT BACKGROUND/ SOLUTION IMPLEMENTED

Legacy Modernization with,

- SAP Enterprise Core Components (ECC) Industry Solution for Utilities (IS-U)
- SAP Customer Relationship & Billing (CRB)
- State of the art appointment scheduling and workforce optimization through Click software
- Leveraging the analytical power of HANA & SAP's business intelligence Suite (BW/ BOBJ)
- Integration/ Transport Layer - PI/ PO

Implementation of Monitoring processes to track the health & execution of key Business Process transformation.

UNIQUENESS OF ENGAGEMENT

- Complete transformation from Legacy systems like, FoxPro, Excel reporting etc.
- Transformation of approximately 81 Utility industry business processes
- Multi Phases User Training for System Familiarization

KEY OUTCOMES/VALUE DELIVERED TO CUSTOMER



Increase Functional Fit - move from
36% to 90+



Single System of Record -
360 degree view, Improved Operational
Efficiencies by **40%**.



Reduced cost of service operations by
30% post legacy application modernization



Cycle time reductions
~60% - 70%
in most of Utility Business Processes



Achieved
100% System Uptime



Revenue Enhancement by identifying revenue
leakages & financial reconciliations



7% Cost Reduction YoY for Support
Operations Co-innovation bi-annual
workshops



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HCL