



---

Transform the Customer Experience: Innovation  
With SAP HANA and SAP Fiori 2.0  
Durgesh Tiwari, Senior Manager, Deloitte  
Session ID # 84269

# About the Speaker

- Senior Manager, Deloitte
- 14+ years of experience in CR&B and Smart Grid transformations working with global Utilities clients and experience in Project Management, Solution Architect, Automation, and Deployment
- I have been a cricket and a volleyball player at a regional level in India

# Key Outcomes/Objectives

1. Business case for simplification using FIORI
2. Use cases to simplify processes using FIORI and HANA
3. Roadmap to achieve further automation and savings

# Agenda

- Current Utility Challenges
- Next Generation Solutions
- Why FIORI and HANA?
- Business Case
- Deep Dive in FIORI Use Cases
  - Start Service Process
  - Bankruptcy Process
- Roadmap
- Benefits

# CURRENT UTILITY CHALLENGES



ASUG

# Current Utility Challenges



Unable to offer truly customizable utility experience



Experiencing long call handling time and inconsistent customer experience  
Long onboarding process for call center agents due to complex processes

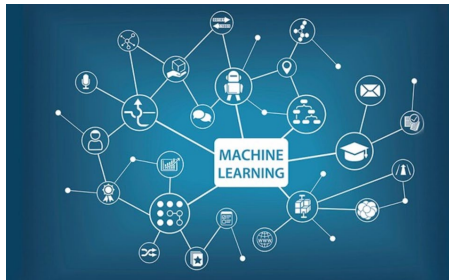


Data entry errors by users causing downstream impacts and revenue challenges



Complex automation processes that require customizing the core solution

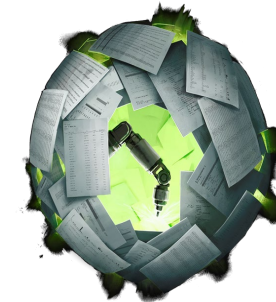
Achieve additional level of efficiency and automation with S/4 HANA and C/4 HANA



SAP Hybris (v)



SAP Cloud for Customer



**RPA**

# NEXT GENERATION SOLUTIONS

# Next Gen Solution Comparison

Solutions	Improved User Experience	No Additional Licenses	Process Based Solutions	Accelerated Deployment	Compatible with SAP HANA
FIORI	✓	✓	✓	✓	✓
SAP Vendor Add-On's	✓	✗	✓	✗	✓
Automation Solutions	✗	✗	✓	✓	✓
AI Solutions	✗	✗	✓	✓	✓



# WHY FIORI AND HANA?



# FIORI and HANA - Benefits



## Intuitive Solution

- Offer a true customizable experience to your users
- Build Guided processes within the applications
- Improved performance through HANA CDS views



## Value

- Payback within 2-3 years
- No additional licenses required to build FIORI applications



## Compatibility

- Minimal disruption when migrating to C/4 HANA and S/4 HANA
- Aligns with SAP UX roadmap



## Flexible deployment options








- Value based delivery to help achieve business based outcomes – AHT savings, FTE savings, and Automation
- Agile Delivery method

# BUSINESS CASE



# Selecting a Business Case

A business case is ideal for automation/development through FIORI if it meets one or more of the following criteria:

	Common scenario	Scenario is most common and is widely used
	User base	Scenario affects a large number of user
	Criticality	Scenarios is critical for the business
	Prone to errors	Scenario is prone to error due to manual data entry
	User experience	Present solution offers poor user experience
	Customer satisfaction	Customer satisfaction index is low
	Cost	Scenario offers greater cost savings

**START SERVICE PROCESS**



# Business Case: Start Service

**Business Case:** A Utility company wants to improve its Start Service process to help meet the following business objectives:

- Improve customer experience
- Reduce call handling time
- Reduce Data Entry Errors
- Quick onboarding of agents through guided process

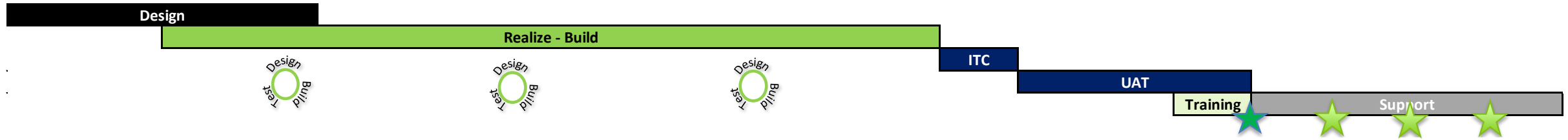
Criteria for selecting the use case:

- Most Common scenario across all the utilities
- Customer's first interaction with the utility
- Issues with user experience and single call resolution
- Data entry errors impacting downstream processing

# Savings: Start Service

Source of savings	Annual Move-in call volume (Approx.)	Reduction in Seconds (Range)	Hours saved annually (Range)	Assumptions
Reduction in AHT	200,000	120-180	6,667-10,000	60% to 70% of calls in Turn-on/off queue are Move-in calls 9 minutes of AHT for Move-In queue
Reduction in Back office adjustments	10,000	240-300	833	Around 5% of Move-in's result in BPEM cases 5 mins to process a BPEM case
Reduction in Replication errors	2,000	720-900	500	1% of Move-ins result in replication errors 15 mins to resolve one error
<b>Total Savings in Hours</b>			<b>8,000 – 11,333</b>	

# Solution Approach: Start Service



Design	Iterative Build	Integration Test	User Acceptance	Operate
Review Move-in application with focus group	Complete development	Smoke test the solution in Quality environment	Perform usability testing on the app	Soft launch with core group of users
Define the improvements needed and finalize requirements	Unit test the application	Resolve any integration issues	Perform User Acceptance Testing in QA	Gather feedback and apply fixes if any
Engage corporate communications for visual brand identity	Get continuous feedback from user community as development progresses	Identify data for UAT	Resolve UAT defects	Roll out to wider group
Prepare wireframes, visual designs and functional specs	Establish AHT baseline	Obtain sign-off on UAT scripts.	Get sign-off on UAT results	Provide support post deployment
Review design with stakeholders and get sign-off	Manage product backlog during build process	Identify UAT testers from impacted stakeholders		Measure AHT benefits and other improvements
	Data clean-up for existing data issues			Capture future improvement opportunities
	Develop UAT scenarios and scripts			





# Application Features: Start Service

## Overview of functionality

---

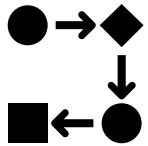
- Search and select premise (address, meter)
- Search Business partner (BP, CA, address, identification)
- Create Business Partner (duplicate BP check, integration with external vendor)
- Create Move-In for all services (Electric, Gas)
- Creation of Interaction record and customer feedback script
- Integration with appointment scheduler
- Ability to change deposit amount or waive deposits
- Programs, Preferences: Budget Bill, Direct Debit
- Summary and confirmation email to customer

Opportunity to reduce AHT	Approx. Savings (secs per call)
Optimize premise result list	20
Automate duplicate check	30
Automate enrollment in programs	30
Streamline denial of service	15
Consolidate review information on one screen	30
Streamline BP and Account creation	15
Optimize layout of Move-in & Service order fields	15
<b>Total</b>	<b>155</b>

# Application Results Summary: Start Service



**35% reduction number of clicks for a basic start service:** The solution developed resulted in 35% reduction in number of clicks when compared to a regular Web IC move in process



**Simplified move in through a guided process:** The application simplified the move in by providing a guided process through screen flow limited to 6 screens



**Reduction in AHT by more than 60 seconds:** Users experienced more than 60 seconds reduction in AHT due to a user friendly, intuitive and simplified process



**Restrict incorrect data usage and minimize replication issues:** By automating critical and time intensive steps, the application reduced data entry errors and subsequent replication issues



**Enroll customers in programs automatically:** The application enabled the users to enroll customers in various programs automatically with minimum manual steps or data entry.

# BANKRUPTCY PROCESS



# Business Case: Bankruptcy

**Business Case:** A Utility company's requirement is to develop a solution to automate Bankruptcy case processing to achieve following benefits:

- Automate the process to bring efficiency in case processing by reducing the number of manual hours spent
- Automation will help eliminate manual errors and complete the case processing effectively
- Provision the client to be compliant with courts timeline to complete case processing

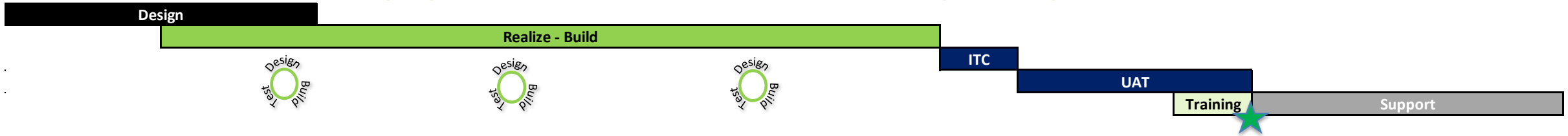
Criteria for selecting the use case:

- Bankruptcy processing is very time consuming, when a large commercial account files for Bankruptcy it takes more than 1 month to process the case and it occupies all FTEs in credit department.

# Savings: Bankruptcy

Source of savings	Annual Bankruptcy Volume (Approx.)	Reduction in minutes (Range)	Hours saved annually (Range)	Assumptions
FTE Savings	1,000	60 - 90	1,966 – 2,933	On average it can take 2-5 hours to process bankruptcy cases and up to 2-3 days for large accounts
<b>Total Savings in Hours</b>			<b>1,966 – 2,933</b>	

# Solution Approach: Bankruptcy



Design	Iterative Build	Integration Test	User Acceptance	Operate
<p>Work with Bankruptcy advisors to understand end to end process</p> <p>Identify all the pain points with manually processing the case</p> <p>Identify high business impact areas and automation needs</p> <p>Validate the design with business to get their feedback</p> <p>Developed wireframe and get reviews with stakeholders</p> <p>Prepare visual design prototype</p>	<p>Conduct detailed business gathering session with various stakeholders</p> <p>Prepared functional specifications and receive approval from business</p> <p>Complete development</p> <p>Unit test the application</p>	<p>Identify scenarios for integration testing</p> <p>Prepare test scripts</p> <p>Review the scripts with business for approval</p> <p>Identify data for integration test</p> <p>Smoke test the solution in Quality environment</p> <p>Get business sign-off on ITC test results</p>	<p>Identify scenarios for integration testing</p> <p>Prepare UAT scripts</p> <p>Obtain sign-off on UAT scripts</p> <p>Identify UAT testers from impacted stakeholders</p> <p>UAT with core group of users</p>	<p>Solution Deployment</p> <p>Provide support post deployment</p> <p>Work with Bankruptcy advisors to assess the impact</p> <p>Capture future improvement opportunities</p>

# Application Results Summary: Bankruptcy



**Faster.** Case processing made 45X faster

Reduce case processing time for an average account from 4-5 hours to 2-3 minutes



**FTE Savings.** Anticipated time savings 150-200 hours per month for Credit and Collections Department



**Reduce Errors.** Automation helps eliminate manual errors and make the process more effective



**Compliance.** Ensure compliance with court deadlines

**ROADMAP**





# Roadmap Items: FIORI

Contract Management Outs	Design - Common	Design	
	Move In		Move in Automation
	Move out	Build	UAT Support Move Out Automation
	Transfers	Build	UAT Support Transfers Automation

## App

## Benefits

### Move-out

- Reduce AHT on Move-outs by 90 seconds.
- Increase customer satisfaction with instant confirmation
- Recap additional charges on final bill
- Provide information of enrolled programs which will be de-activated

### Transfer

- Reduce AHT by 90 seconds
- Reduce user error for contract account reuse
- Deflect calls for transfer of programs and preferences

### Web RPA Automation

(Move-in, Move-out, Transfers)

- Reduce FTEs by eliminating manual processing
- Minimize data entry errors and rework
- Automated exception monitoring and maintenance
- Design and generate reports and visual dashboards utilizing data output from the automations

# Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



# Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

# Q&A

For questions after this session, contact us at [dutiwari@deloitte.com](mailto:dutiwari@deloitte.com).

# Let's Be Social.

Stay connected. Share your SAP experiences anytime, anywhere.

Join the ASUG conversation on social media: **@ASUG365 #ASUG**

