

Customer Story – Navajo Tribal Utility Authority Customer Service Portal

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Myra Jodie, SAP Application Specialist



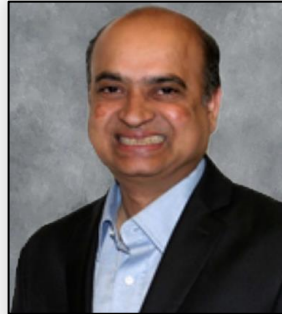
Agenda

- Introductions
- NTUA – Who We Serve
- NTUA's Customer Service Portal Journey
- Closing Remarks
- Q&A

IT – SAP Department Contacts



Valencia Morgan
SAP Administration
Supervisor



Madhu Komaravolu
SAP Solution
Architect



Priscilla Jordan
SAP ABAP
Programmer



Myra Jodie
SAP Applications
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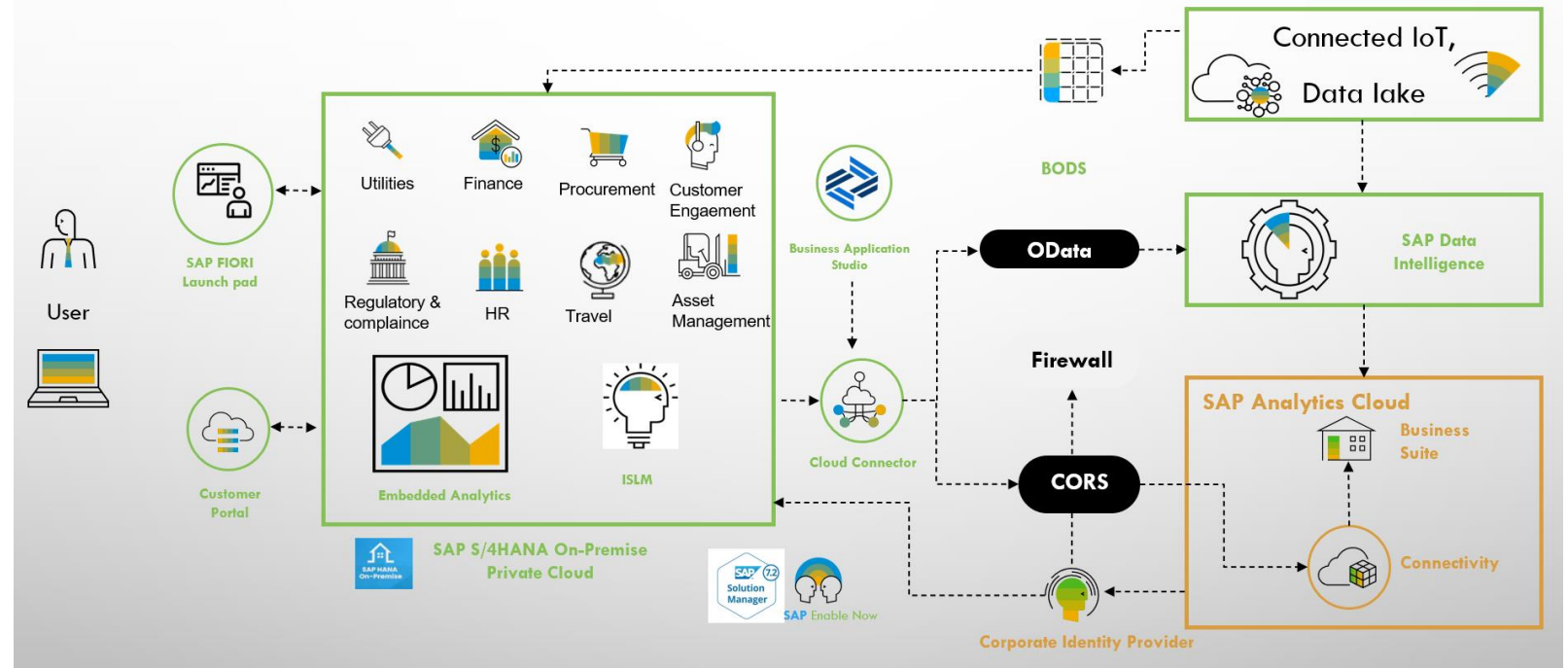
Jolynda Morgan
SAP Applications
Specialist



LeAlan Kinlecheenie
SAP Applications
Specialist



NTUA – Who We Serve



- ❖ 900+ employees and SAP users
- ❖ 70,000 multi utility customers
- ❖ SAP S/4HANA 2021 is the main system of record since November 14, 2022
- ❖ SAP CRM since November 14, 2022
- ❖ Won the SAP Innovations Award as Utility of the Year Mid-Market at the SAP for Utilities Conference 2022 in San Diego

SAP S/4HANA Project Team





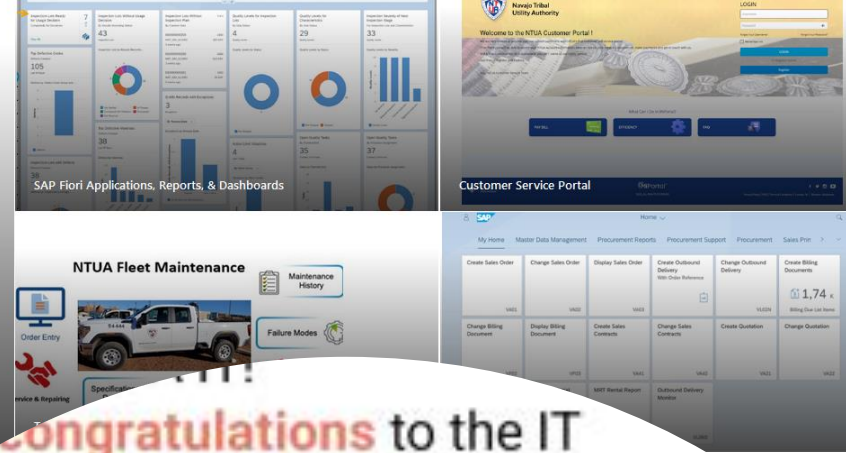
SAP
for Utilities
Presented by ASUG

"BUILDING NTUA'S DIGITAL FUTURE"

SAP S/4 HANA

LIVE ANNOUNCEMENT
NOVEMBER 14, 2022

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Congratulations to the IT team for being named Utility of the Year by SAP. The presentation was made at the SAP conference. Good Job NTUA IT for bringing great value to the Navajo Nation. #NavajoUtilities

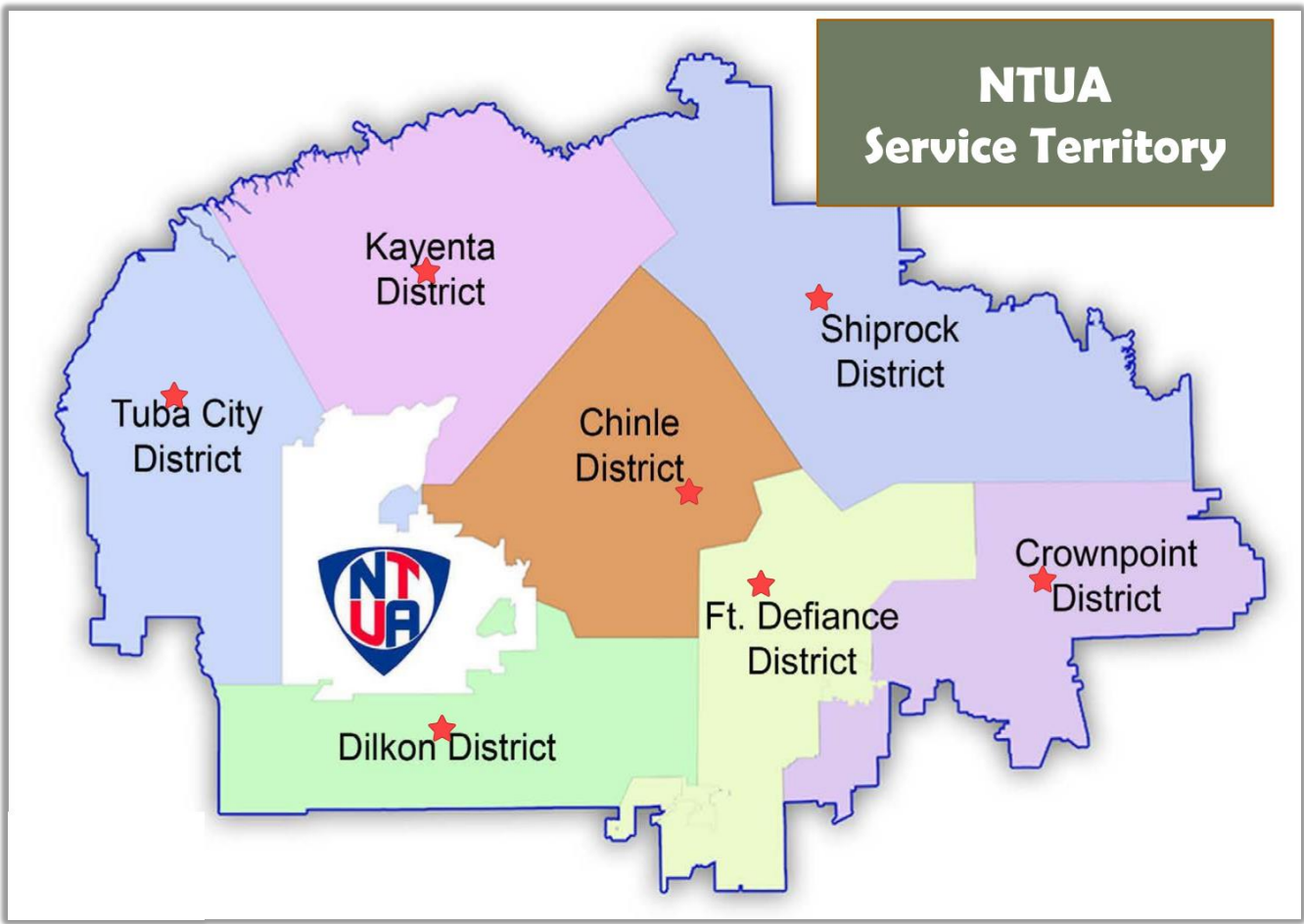


78% of the
Forbes Global 2000





Serving the Great Navajo Nation
with multi-utilities
27,000 square miles



- 1. Electric
- 2. Water & W/WW
- 3. Natural Gas
- 4. Photovoltaic
- 5. Telecommunication Services