

The ASUG logo is displayed in white, bold, sans-serif capital letters. It is positioned on the left side of the slide, set against a dark purple rectangular background. A thin white vertical line is located to the right of the logo.

ASUG

March 19th –

Community Conversation

**Utilities in Focus: Customer Perspectives
and Priorities for the Year Ahead**

ASUG

Agenda

- Welcome
- Speaker Introductions
- Presentation
- Community Q&A
- Upcoming Events
- Opportunities to Connect

Presenters



Nada Kovacevic

Director
Enterprise Solutions and Analytics BC Hydro



Marc Rosson

Utility Community Connector



Hardeep Kapoor

Section Head IT Services
Ontario Power Generation



Wayne Logan

Senior Manager Enterprise Architecture
Hydro One



ERP Program at BC Hydro

turning strategy into action

Nada Kovacevic

Director Enterprise Solutions And Analytics

ERP Program Director

Vincent Huan

ERP Program Manager

Myra Cayme

S/4HANA project solution architect

Customer Care Product Owner



March 2026

About BC Hydro

Serves
95%
Of B.C. population
5M+ people

8,000+
Employees, field and office

2
Key Subsidiaries,
Powerex and Powertech

Generation
31
Integrated hydro
generating facilities

98%
Of our electricity is
Generated from clean or
renewable resources

Other Generation
119
Independent Power
Producers (IPPs) in
operation

~15,000
Self-generation customer,
majority solar

Transmission and Distribution
~80,000 km
Of transmission and
distribution lines

300+
substations

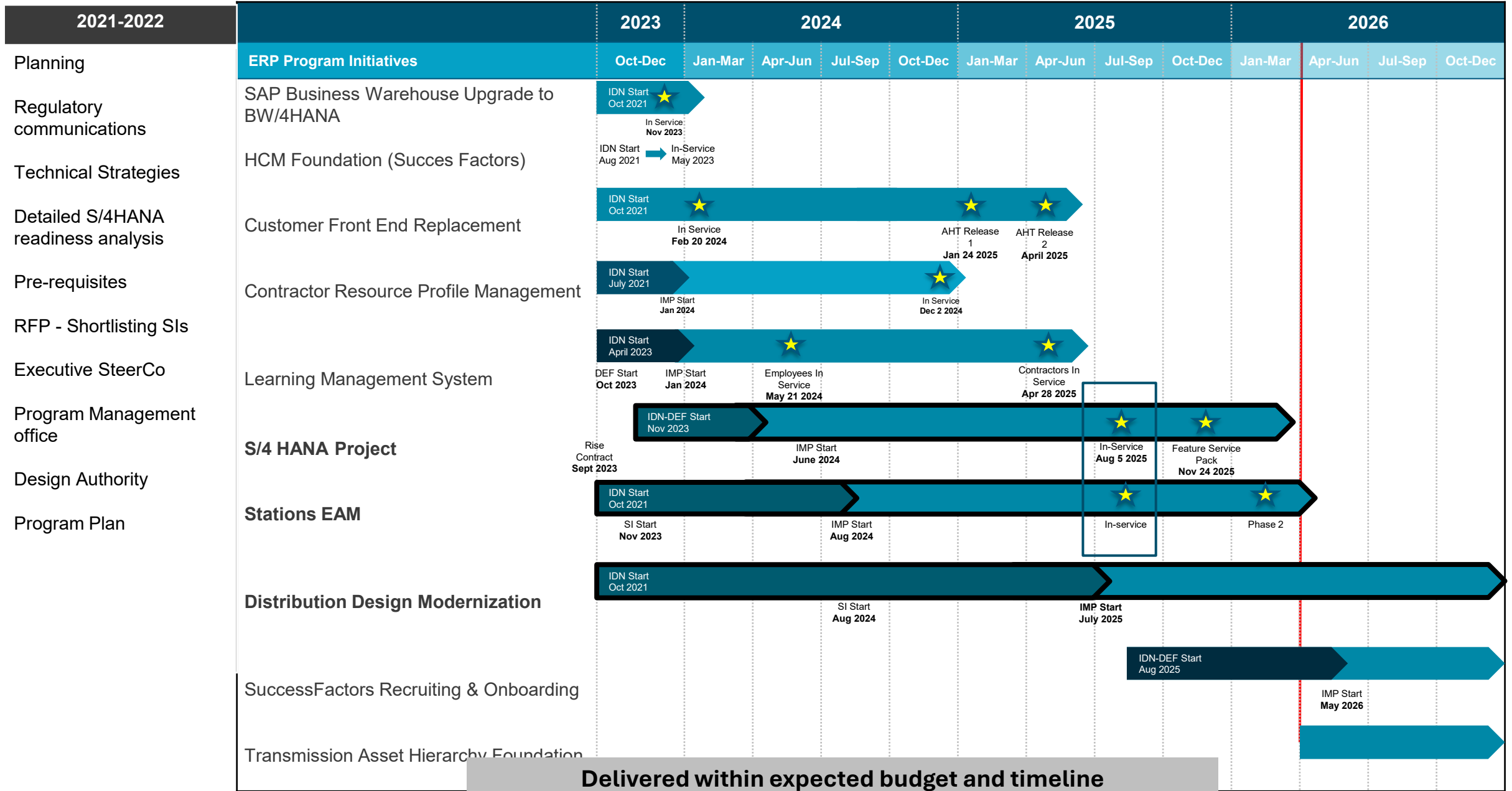
800+
EV Charging ports across
B.C. by sprint 2026

The Challenge: Stability meeting Urgency



- **Rising operational risk** from aging ERP and asset management systems nearing end of vendor support and burdened by technical debt.
- **Limited visibility and agility** due to fragmented processes and constrained real-time data and insights.
- **Increasing demand complexity** driven by electrification, EV adoption, and expanded customer and demand-side programs.
- **Urgent need for modernization** to stabilize core systems, enable data-driven decisions, and support scalable, reliable operations for 5.2 million customers.
- **Changing outage conditions** resulting in manual re-work of planned maintenance dates.
- **Poor capital and project work demands visibility**, resulting in challenging work resource capacity planning.

The Scope - ambitious delivery plan



Delivered within expected budget and timeline

Strategic Foundation



Modernize Core

Replace PassPort and ECC with integrated S/4HANA solution

Strengthen Security

Move to supported cloud platform with long-term vendor commitment

Improve Operations

Enable real-time dashboards, automated workflows, streamlined processes

Scale Capabilities

Support growing work volumes aligned with 10-Year Capital Plan

Enhance Analytics

Consolidate data for better decision-making and reporting

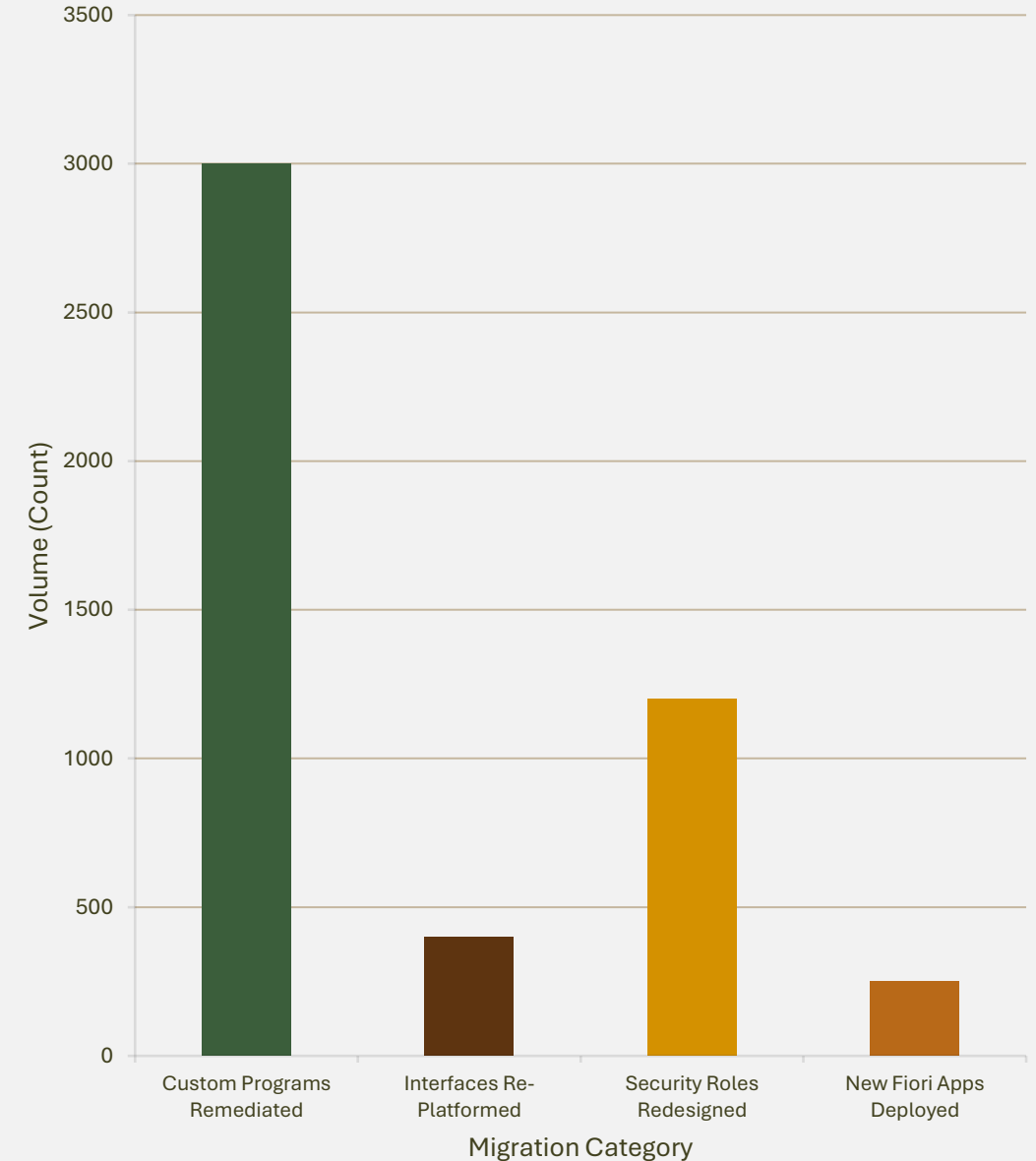
The Decision Framework

- Modernize BC Hydro's core ERP and EAM platforms by replacing aging PassPort and ECC systems with integrated SAP S/4HANA
- Strengthen cybersecurity and operational resilience by moving to supported, cloud-based S/4HANA platform with long-term vendor support
- Improve workforce productivity and operational efficiency through enhanced job planning, real-time dashboards, and automated workflows
- Provide scalable capabilities to support BC Hydro's growing work volumes in line with the 10-Year Capital Plan

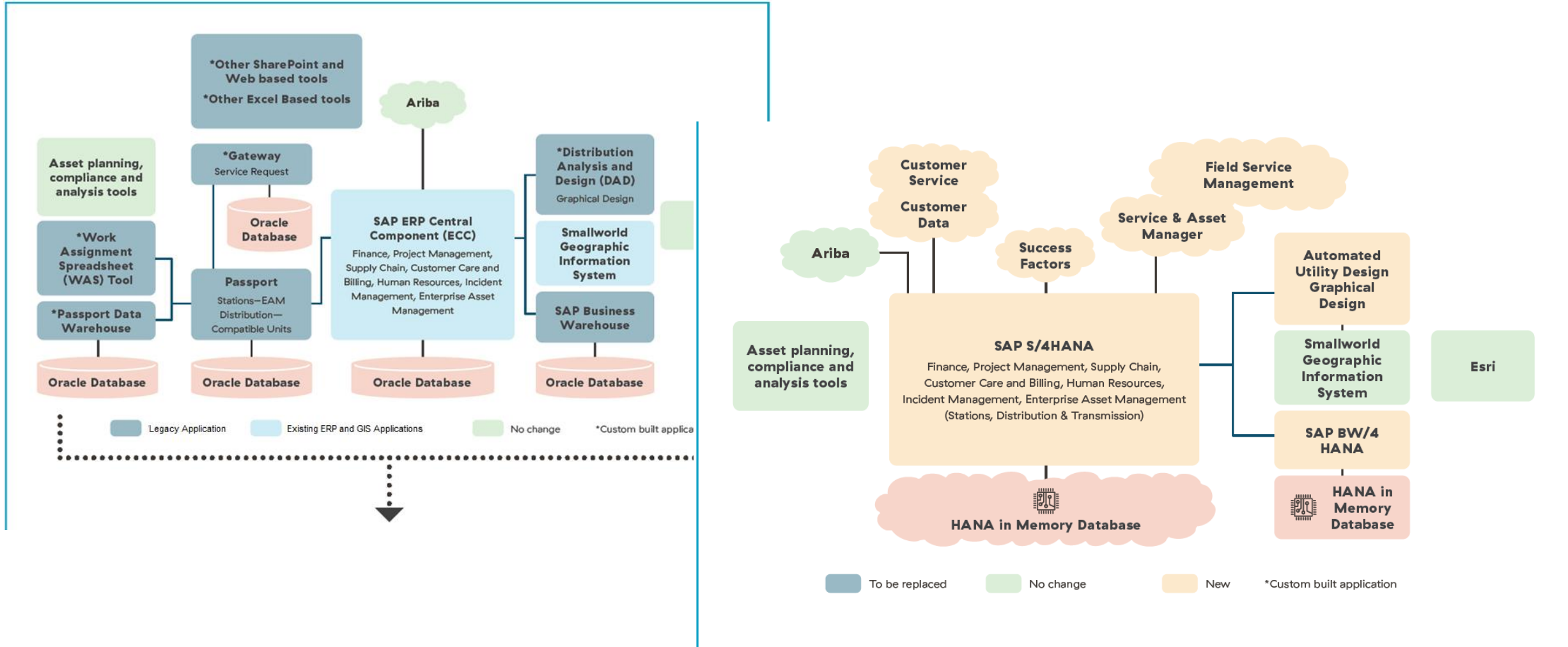
Integrated Platform Strategy

- Modernized to SAP S/4HANA using selective brownfield approach, preserving critical processes while enabling clean architecture
- Modernized customer interaction center through an information rich 360 customer view, a single user interface while providing a solid technical foundation for future improvements
- Established a robust foundation for employee experience leveraging SAP SuccessFactors, taking a pragmatic iterative implementation approach
- Enabled extensible architecture leveraging SAP BTP, re-platforming interfaces, and embedding analytics and Fiori capabilities
- Delivered 250+ role-based Fiori applications enhancing user experience, productivity, and adoption across mobile devices
- Strengthened data quality and governance through embedded MDG implementation while empowering field crews with mobile execution

System Migration Metrics by Complexity Category



From Complexity to Clarity



Execution Excellence: Joint Go-Live Weekend

2 Major Projects

Brownfield S/4HANA migration & Greenfield Stations EAM
In a single instance S/4HANA



13 TB → 4 TB

ECC Database Reduced to S/4HANA

Zero

Critical Issues During Cutover

30%

Reduction in Batch Processing Time

186,000+

Notification created per year

10,200

Active Users Successfully Transitioned

1,000

Employees using SAP to manage and maintain generation and sub-stations assets

6,000

SAP Start Mobile App users
650+ SAP SSAM users on iPad

*Coordinated joint cutover brought **S/4HANA** and **Stations EAM** live simultaneously with disciplined environment planning, robust risk management, and flowless cutover coordination*

What We Learned

- Executive sponsorship and sustained leadership commitment proved critical for navigating complexity and maintaining program momentum
- Strong collaboration between our multiple SIs delivered coordinated joint cutover. Where needed, lead appointing “lead SI” is productive.
- Clean-core discipline is important to protect upgrade path while enabling innovation without accumulating technical debt.
- Adopting standard processes is instrumental to being able to leverage native SAP integrated functionality between SAP modules and systems
- Training front-line users needs to focus on how to do the job differently in addition to training on how to use the new system

Executive Alignment

Sustained leadership commitment and clear communication across stakeholders

Automated Testing

1200+ test scripts enabling rigorous validation and rapid issue resolution

Partner Collaboration

Close coordination with all of our SIs was critical for success

Clean-Core Discipline

BTP extensibility protecting upgrade path while enabling innovation

User-Centric Design

250+ Fiori apps designed for role-based productivity and adoption
Engage the front-line workers when designing scheduling and mobile execution

What Utilities Should Focus On



Cloud & Data Foundation

- Cloud strategies reduce technical debt, improve security, and enable scalability for growing demands.
- Unified data foundations unlock real-time analytics and create substrate for AI-driven operations.



Experience & AI Readiness

- User experience modernization through mobile-ready applications drives adoption and workforce satisfaction.
- AI readiness requires clean data architecture and standardized processes established through ERP modernization.



Resilience & Collaboration

- Operational resilience demands robust planning and automated testing to minimize disruption during transitions.
- Partner ecosystem collaboration accelerates delivery and brings specialized expertise to implementations.

Let Us Hear From You





Upcoming Events

SAP for Utilities
presented by ASUG
October 7-9
San Antonio, Texas



ASUG Tech Connect
2026
November 2-4
Fort Worth, Texas



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Engage with Your Community

Utilities Community on ASUG:



Utilities Community on LinkedIn:



On Behalf of the Utilities Community

Thank you!