



Applied Analytics for Digital Enterprises



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Member

Running Analytics and Automation as a Service for Utility Firms

Use Cases on SAP ISU Stack

Utility Analytics (Retail and Customer Services)

01

Smart Metering
Data Analytics

02

Customer Churn
Analytics

03

Bills Collections
Analytics

04

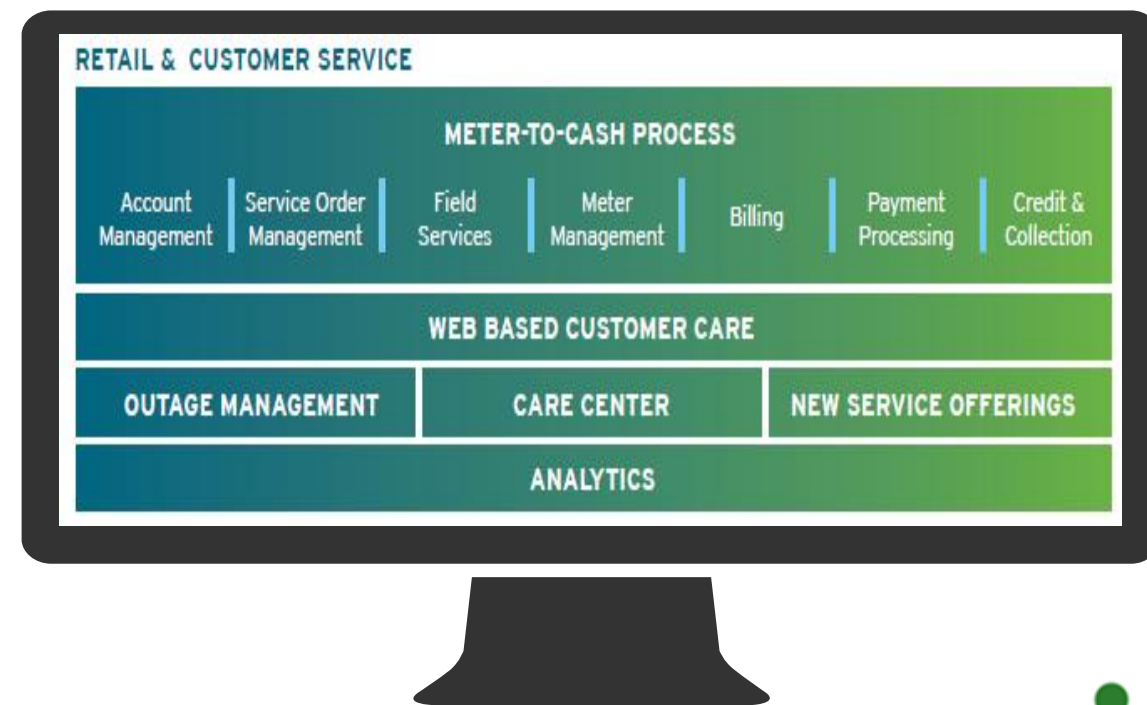
Portfolio Mix
Analytics

05

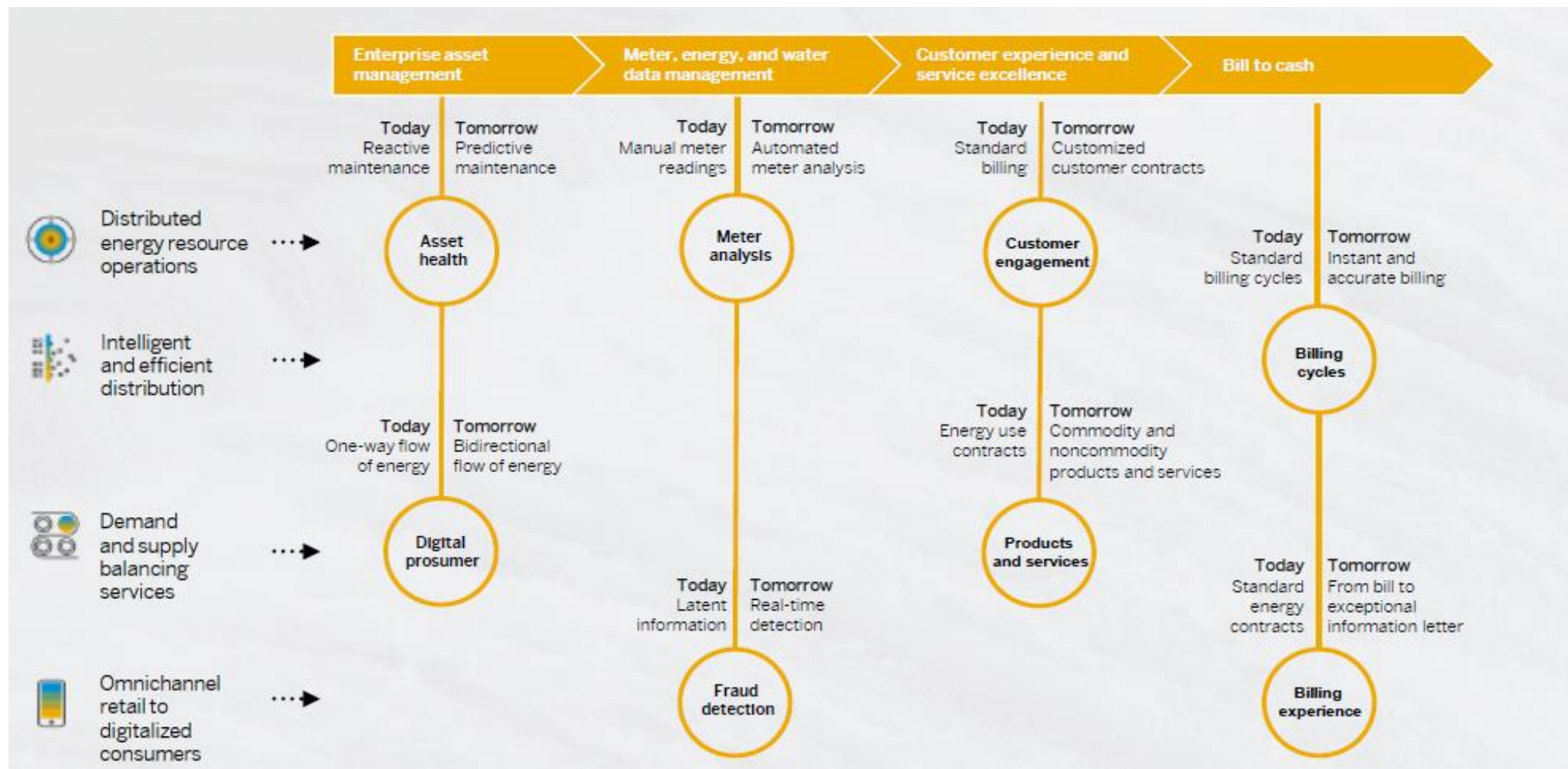
Customer 360
Analytics

06

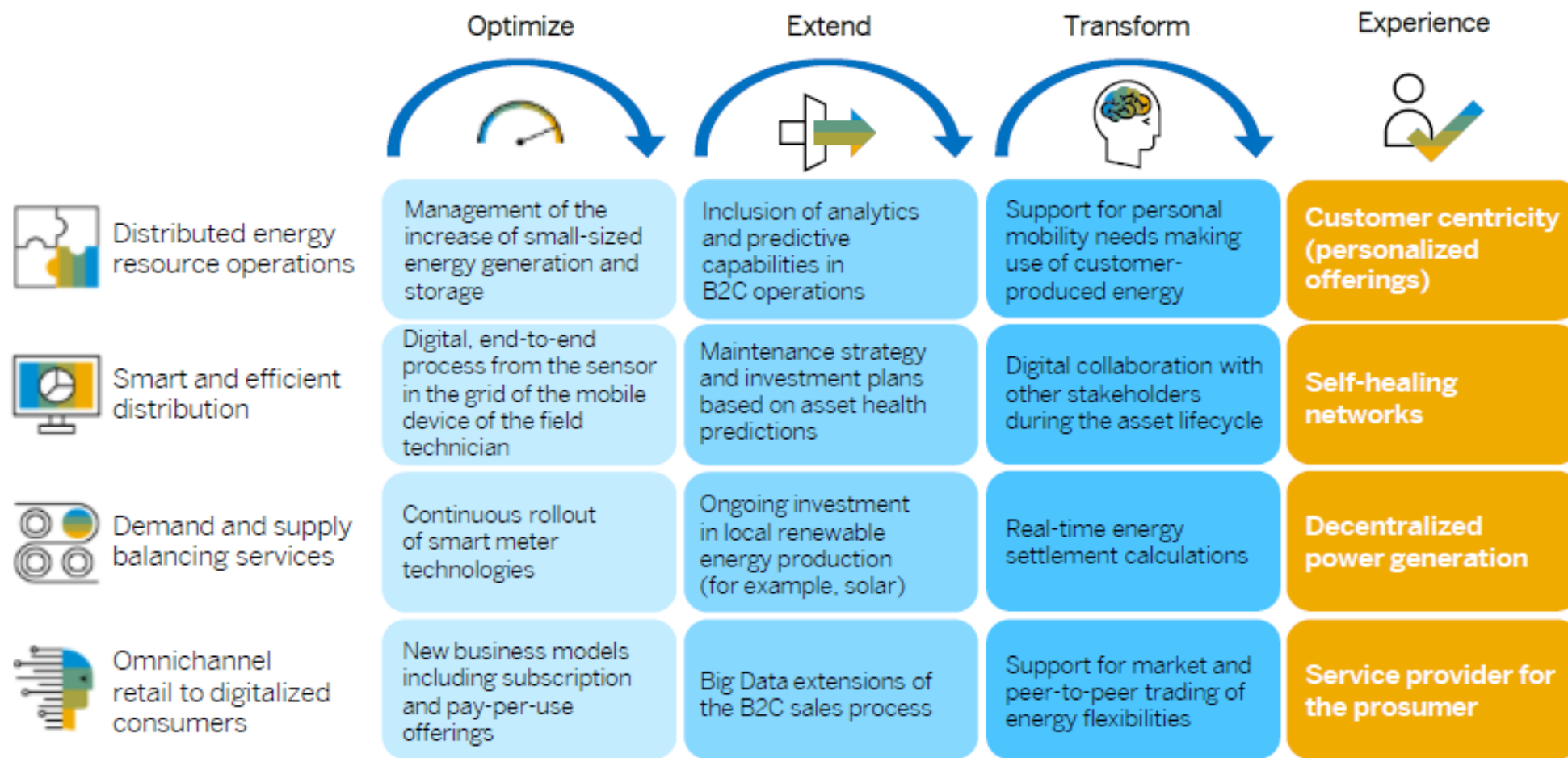
M2C (Meter to
Cash) Analytics



Strategic Priorities in Utility LOBs



Strategic Priorities in Utility Maturity Framework



Analytics Use Cases for Utility Firms

Financial Performance:

General assessment of financial performance as information to the management board – based on P&L, investments, and account positions.

Revenue Assurance:

Analyze the liquidity trend: Contract Accounts DSO & Overdue Items (from FI-CA). Billed/unbilled revenue (from IS-U Sales Statistics).

Customer Engagement:

Analyze customer activities (from IS-U Partner Contacts) and sentiments (from SAP Marketing). Report on payment behavior and dunning activities (from FI-CA).

Renewable Energy:

Analyze contracts and billed/unbilled revenue for renewable products to see how well the initiative is received in the market.

Capital & STO Projects:

Investment Decisions for Capital and STO (Shutdowns, Turnarounds, and Outages) projects. Analyze portfolio items and financial plans.

Human Resources:

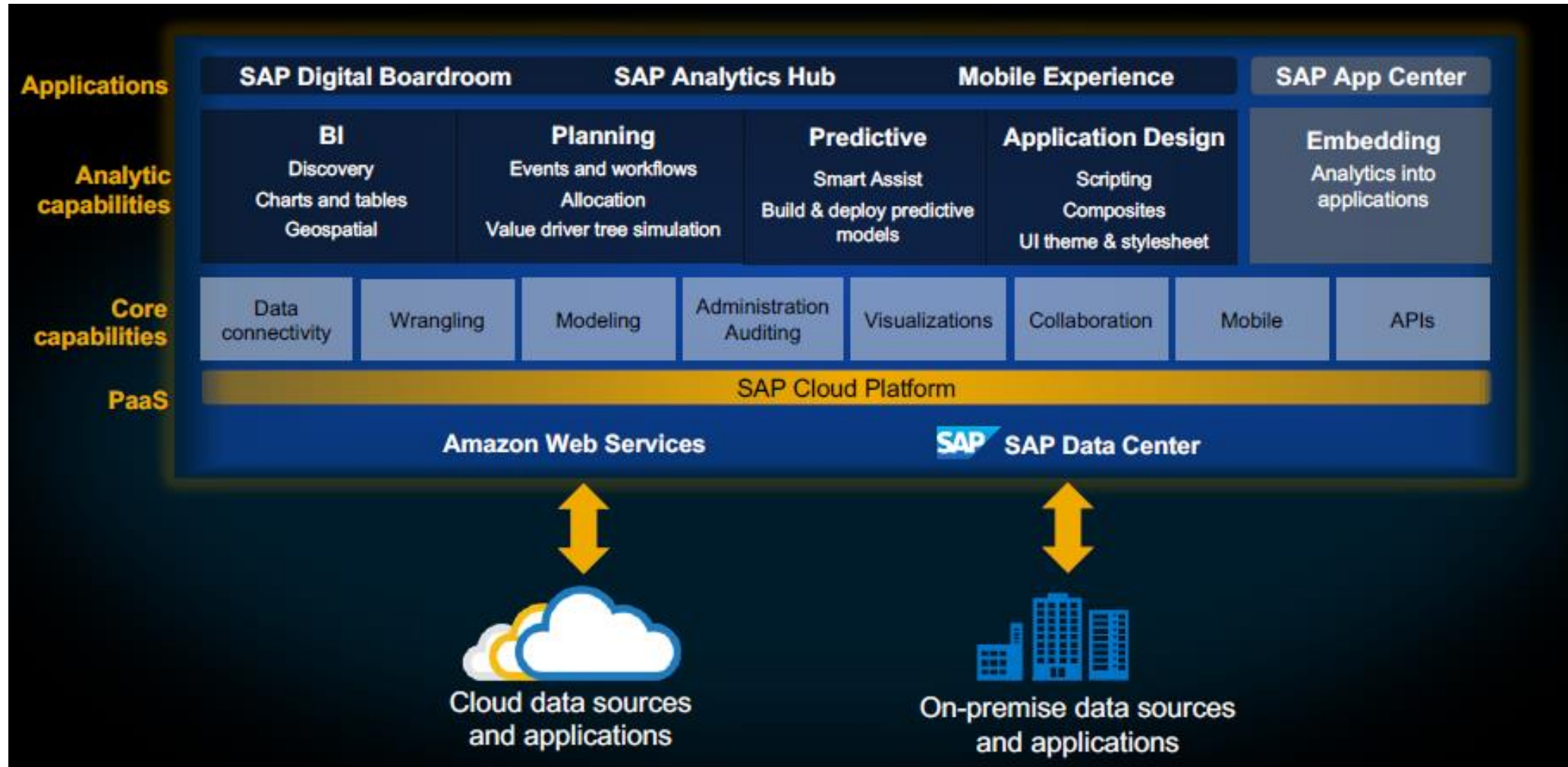
Overview of the most important HR topics, including Recruitment.

Environment, Health & Safety:

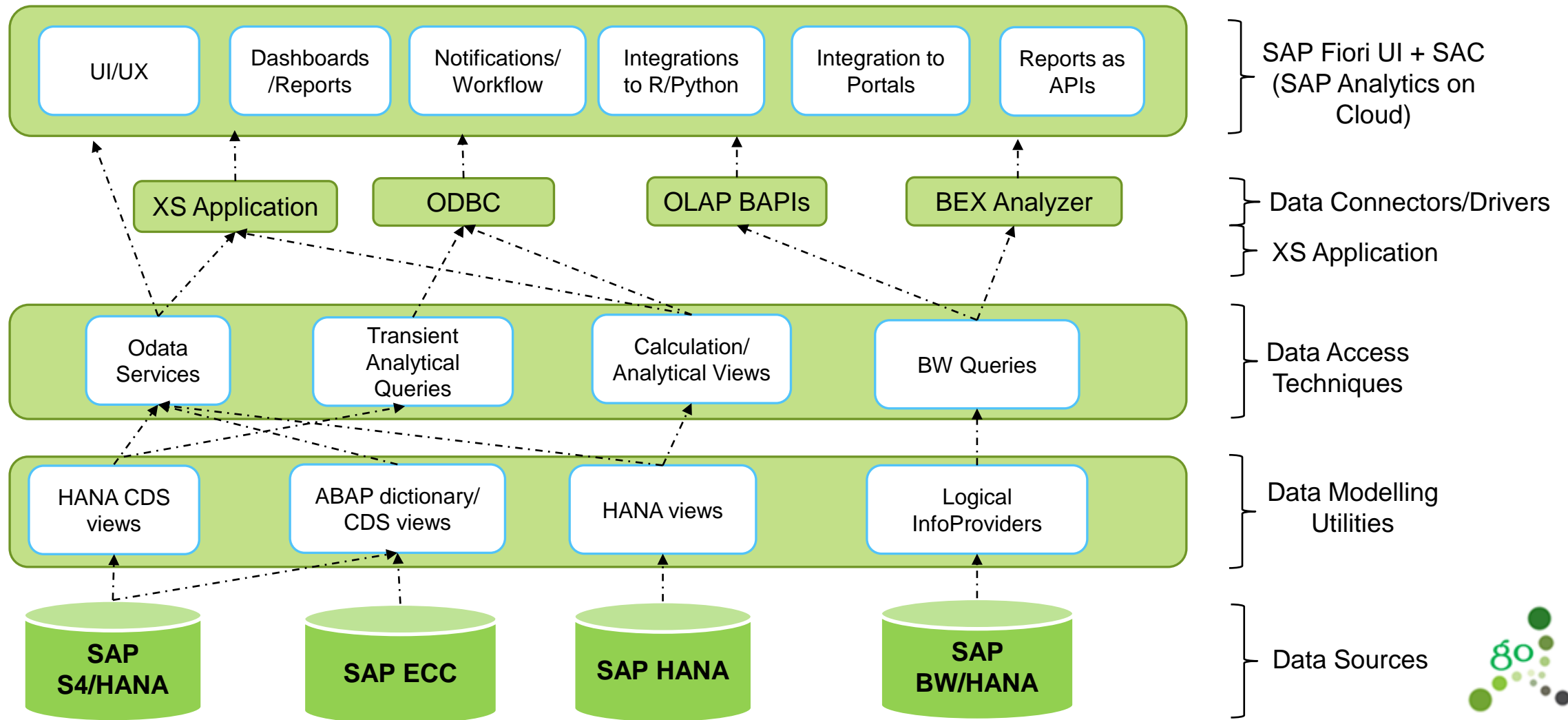
Report on current status on incidents, near misses and safety observations including root causes and areas of concern. Report on Greenhouse Gas Emissions.



SAP Analytics on Cloud



How we leverage SAP Analytics for our E&U Clients



Our Services on top of SAP ISU and S4/HANA

Automation

- Real-time asset health status and failure prediction
- Generate 360-degree view of the customer profitability and brand loyalty
- Develop Customer Risk Scores from Call Transaction Reports, Customer Complaints & Satisfaction Surveys from CRM

Analytics

- Analyze mean load by each of your customer industries
- Analyze daily/weekly/monthly seasonality's pattern for each of your customer industries
- Analyze the load/demand trends vs. the building size of your consumers
- Predict Customer Churns from various data points

AI

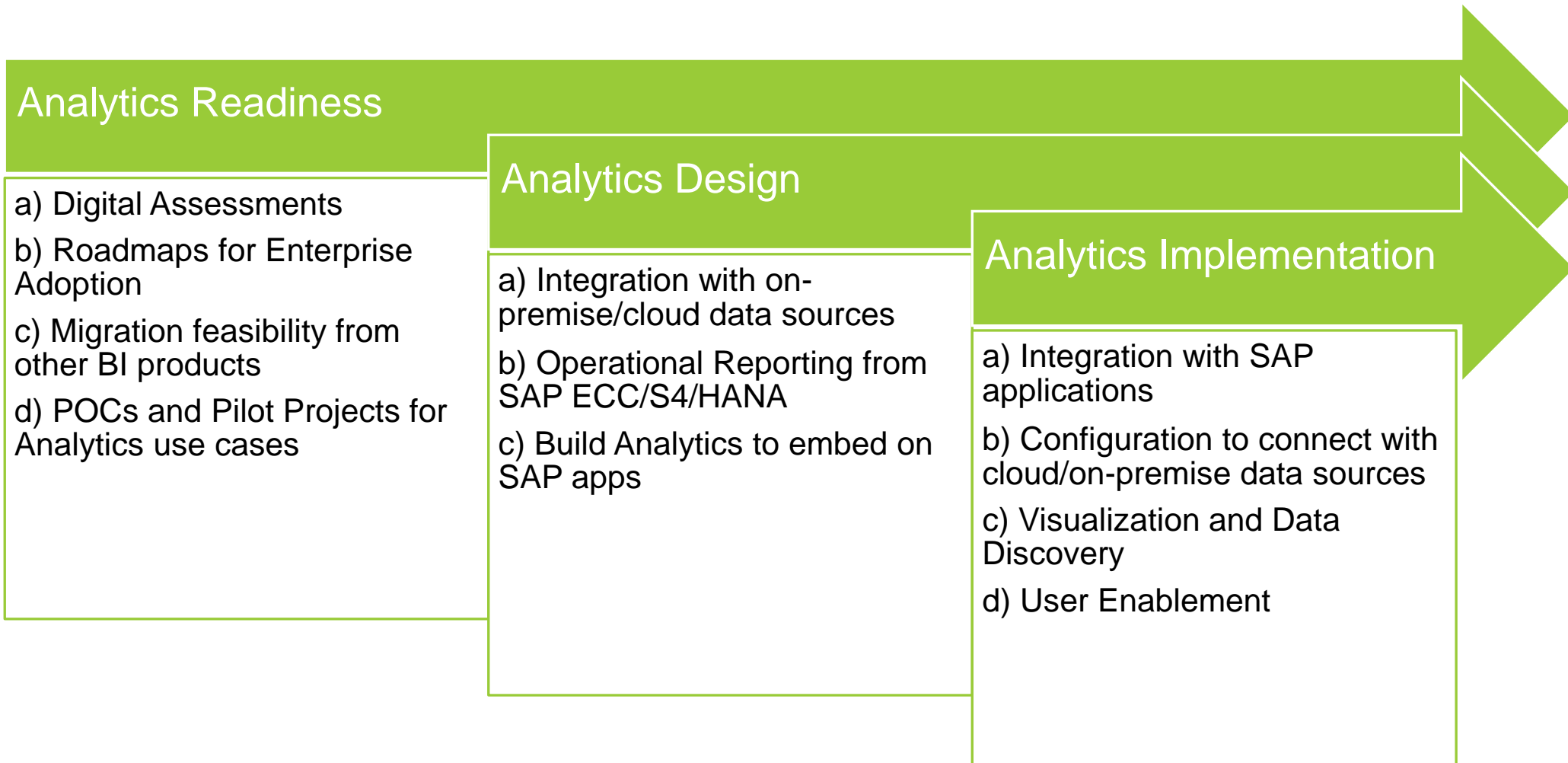
- Forecast the load/demand for each cluster of your consumers
- Predict daily/weekly/monthly profiles of aggregate consumption
- Predict energy consumption variations vs. temperature/applied tariff rates/tariff plans
- Prediction of residential electricity bill amounts

RPA

- Bots managing M2C (Meter to Cash) operations in sub-process areas such as - Meter Data Management, Billing and Credit/Collections
- Collections Patterns from Debt Management

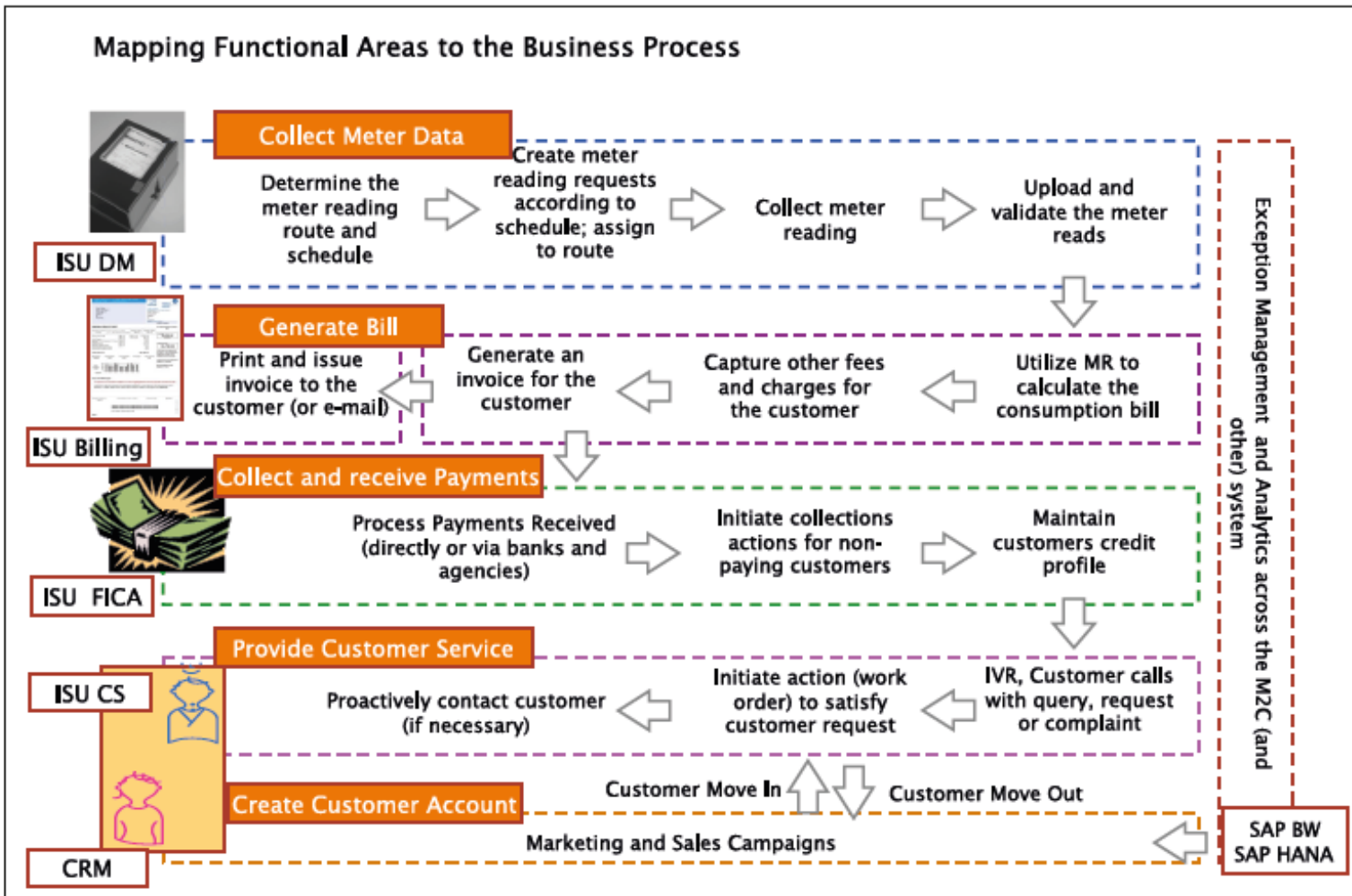


SAP Analytics Services for our E&U Clients



M2C* on SAP IS-U (in a box)

Meter-to-Cash from a Business Process Perspective



Guaranteed Y-o-Y reduction in ticket volumes (excludes for new change requests /enhancements)

- ❑ We do not charge for any spike in ticket volumes for application maintenance compared to a previous month (excludes for new change requests or enhancements)

Zero surprises during hands off between multiple SDLC streams

- ❑ We use a factory model approach for between different SDLC streams as well as hands off being validated from the common architecture group (so that no negative impact on the downstream support process)

Leverage a single incident management tool (e.g. Service Now) for all the applications in scope

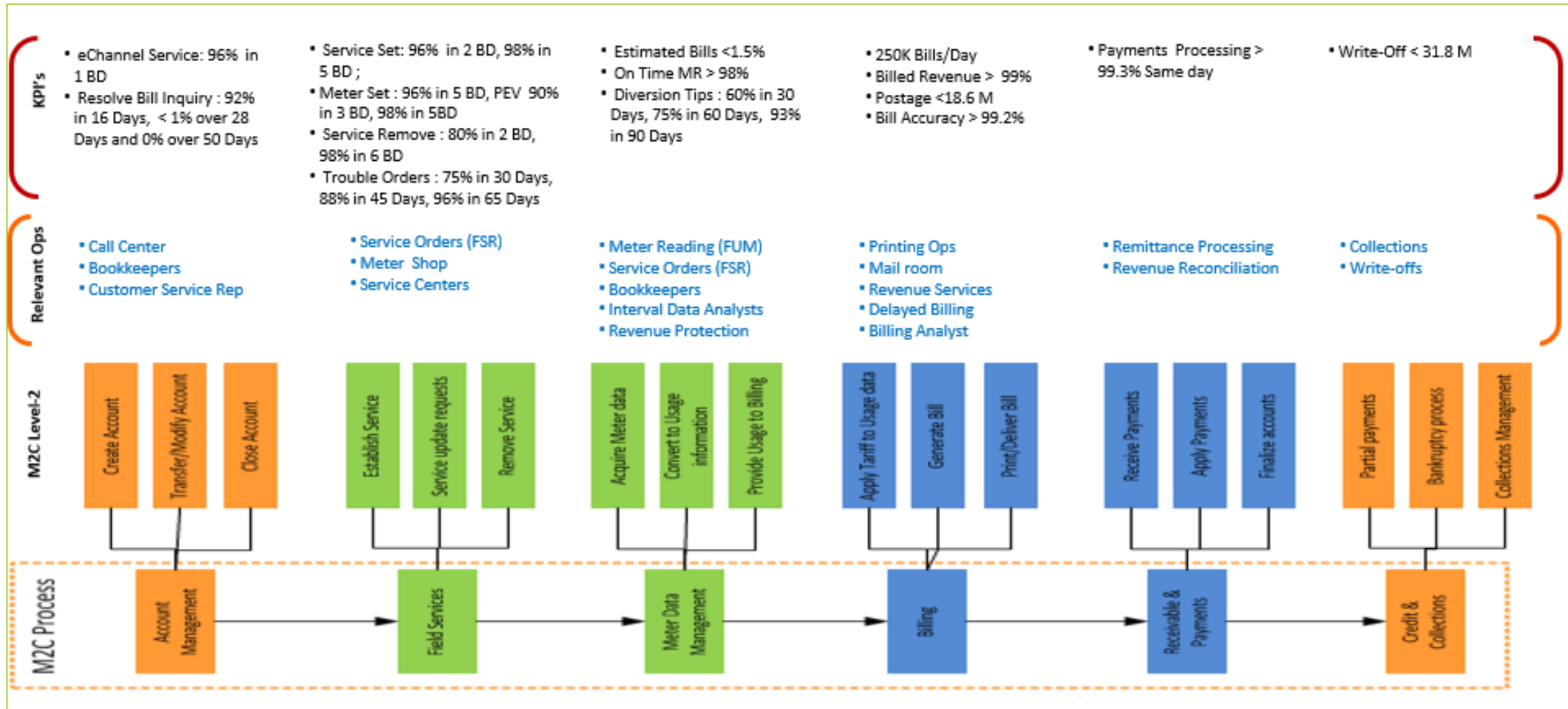
- ❑ We use the L0 and L1 layers as a single managed team supporting all applications in the tower. L0 and L1 will be cross trained across apps

RCA (Root cause analysis) of 100% tickets will be done to understand how to avoid recurrence

- ❑ Focus will be on preventive Cost of Quality (CoQ)



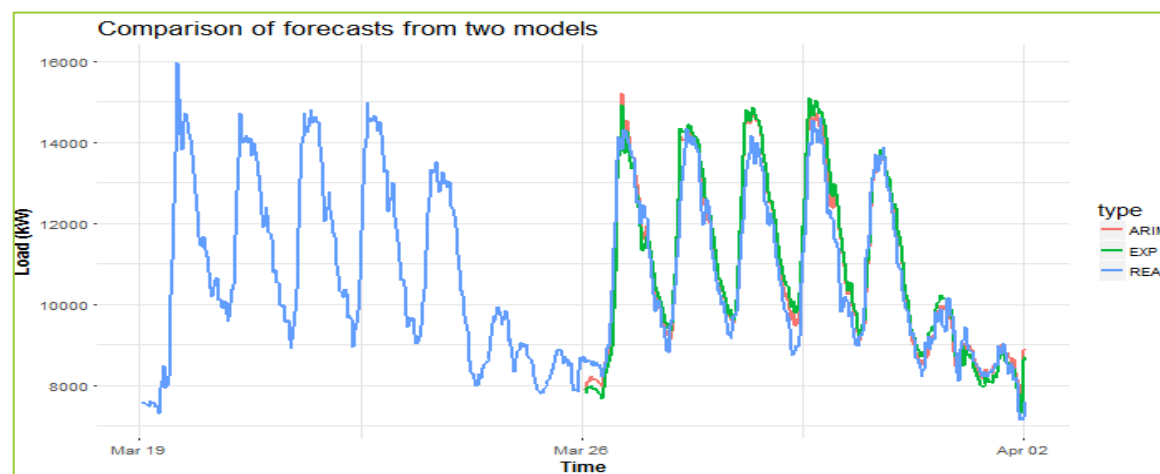
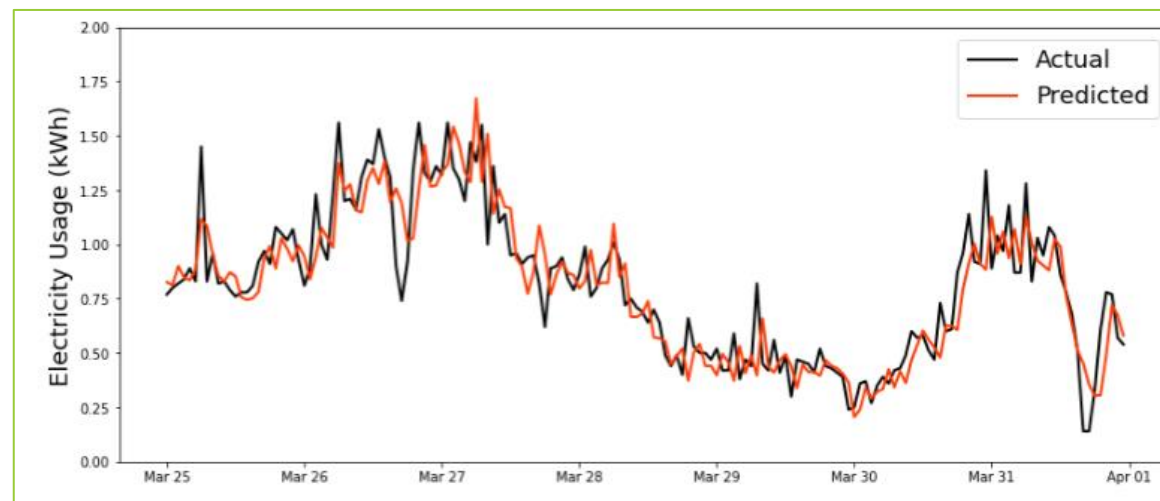
M2C (Meter to Cash) KPIs Analytics - Use Case #1



Analytics in Utility Firms - Use Case #2

Smart Metering Data Analytics

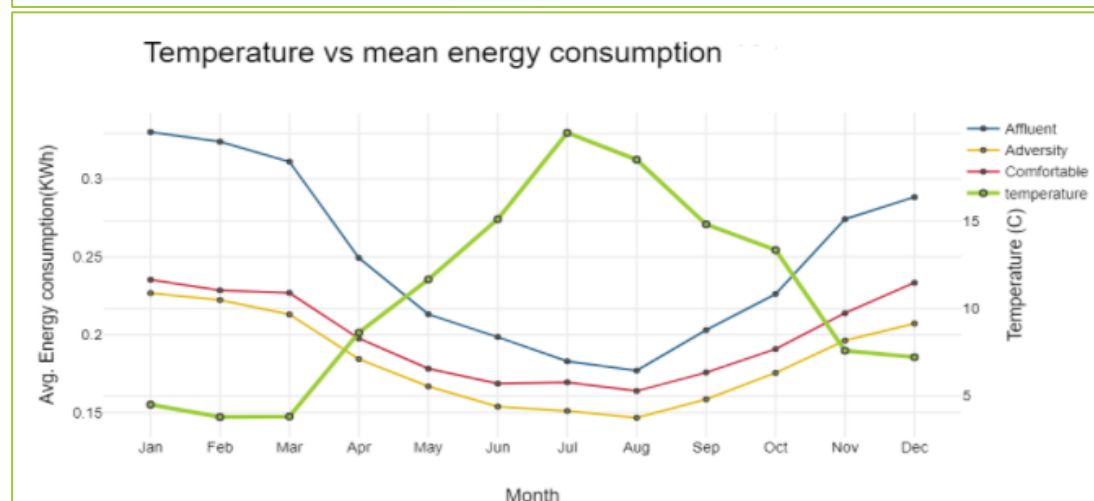
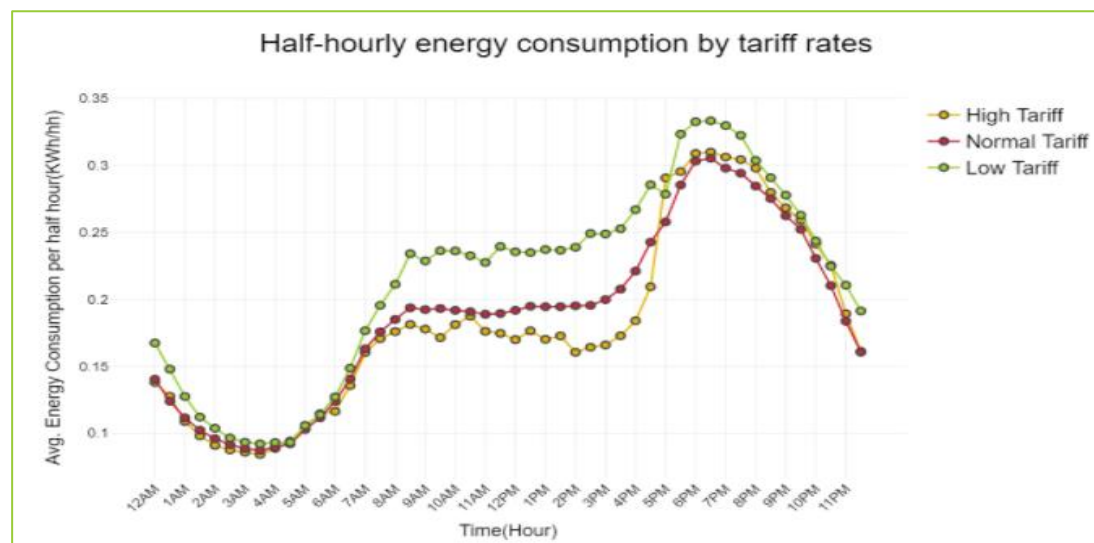
- Analyze mean load by each of your customer industries
- Analyze daily/weekly/monthly seasonality's pattern for each of your customer industries
- Analyze the load/demand trends vis-à-vis the building size of your consumers
- Forecast the load/demand for each cluster of your consumers
- Generate daily/weekly/monthly profiles of aggregate consumption
- Energy consumption variations vis-à-vis temperature/applied tariff rates/tariff plans
- Prediction of residential electricity bill amounts



Analytics in Utility Firms - Use Case #3

Tariff Analytics (Tariff Rates and Tariff Plans Impact on Energy Consumption)

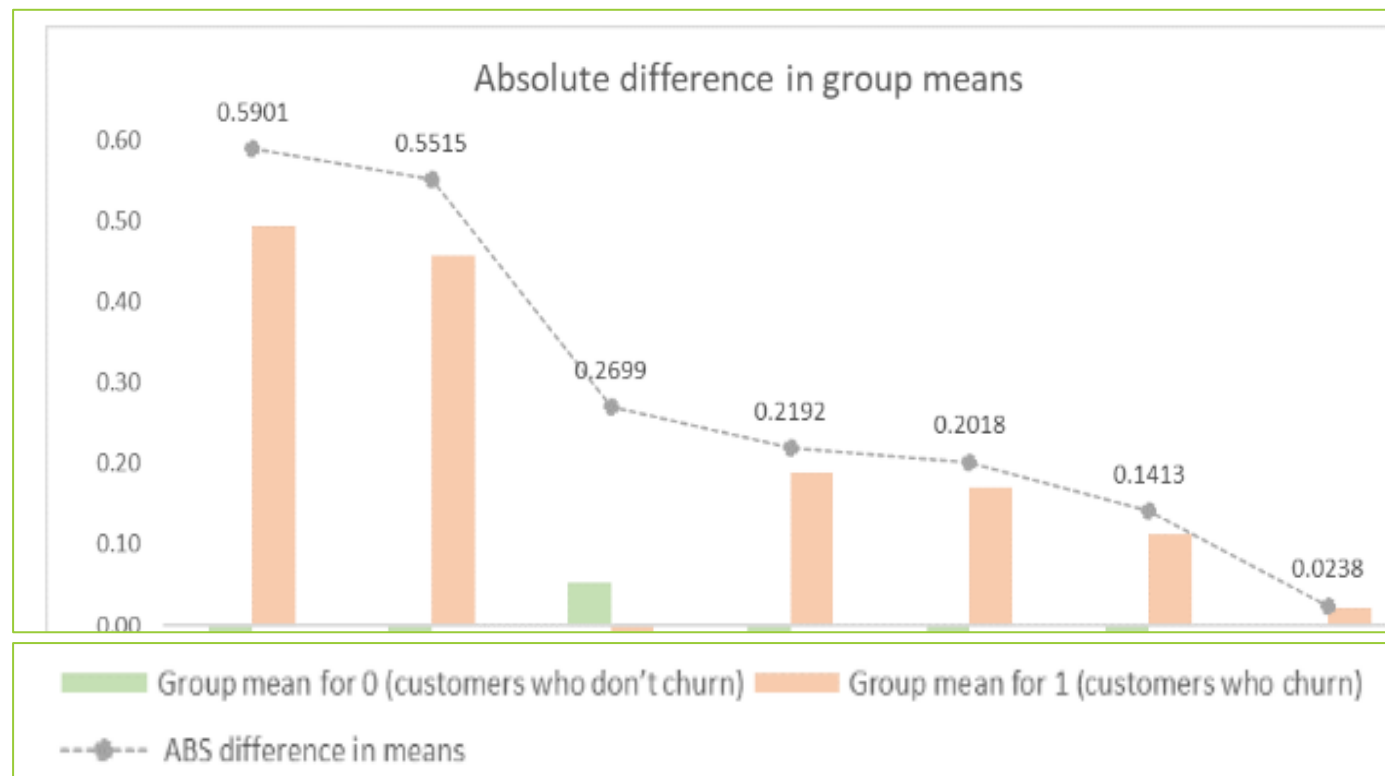
- Analyze energy consumption variation with respect to –
 - Temperature
 - Applied tariff rates
 - Different tariff plans(Std./DToU)
 - Customer segmentation/classification
- Different tariff plans were introduced in one of the key markets in Europe to reduce overall energy consumption.
- Dynamic Time of Use (DToU) plan provided users with different tariff rates(high/normal/low prices) so that subscribers could effectively plan their energy usage, thereby, reducing their overall consumption.



Analytics in Utility Firms - Use Case #4

Customer Churn Analytics

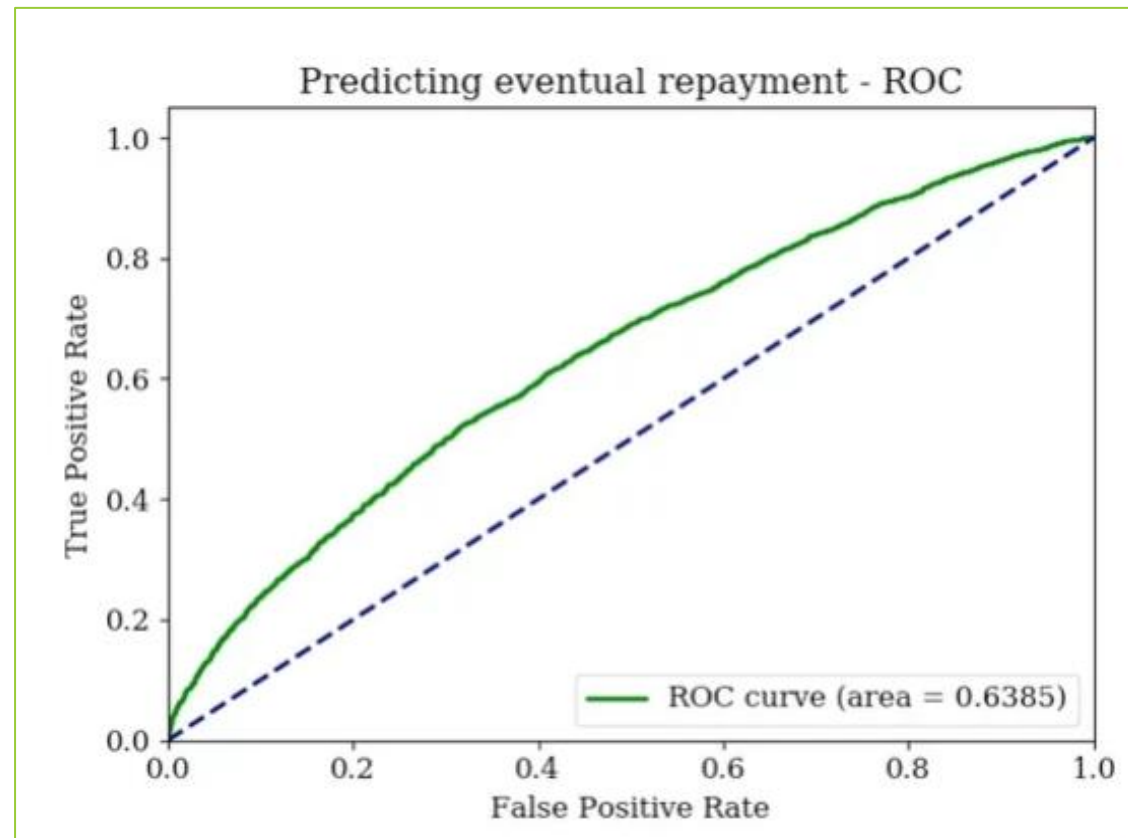
- Develop an attrition model to predict probability of churn of a given customer and extract underlying patterns
- Analyze the buying intent of current customers and alert when a customer is indicative of a high intent of defection.
- Monitor at-risk customers with ongoing behavior and alert sales/marketing teams



Analytics in Utility Firms - Use Case #5

Bills Collections Analytics

- Determine which factors predict whether customers will pay their bills.
- Develop a scorecard matrix for the customer base that can direct your collections team in its actions to deter the possibility of being left with bad debt
- Customer classification into high, medium and low propensity-to-pay segments based on their scores
- Extend the initial scoring model into other analytic areas, such as forecasting, segmentation and profitability down the road
- Construct service fraud models to profile usage patterns for identification of abnormal usage



Automation in Utility Firms - Use Case #1

Billing - Automate Business Process Exceptions for ISU

Business Process Exception Management (BPEM) is used to analyze and monitor mass activities and online transactions. The BPEM process monitoring allows you to identify successful and incorrect processes immediately. Problem messages that occur during processes are added to a clarification worklist, using BPEM, and are distributed to the employees responsible.

Bot Activity	Features	Benefits
Identify the contract number from the case clarification worklist and open the subsequent contract to remove the billing block and then perform billing of the blocked contract.	RPA bot will identify the contract number from the case clarification list and open the subsequent contract to remove the billing block and then perform billing of the blocked contract.	Automate the business process exception management for contracts and perform billing.



Automation in Utility Firms - Use Case #2

Meter Data Management - Automate Bill Verification, Generate & Dispatch

Meter reading validation before generating the bill is critical and REPs have realized the potential risk of incorrect meter reading or validation, which is why there is a need to integrate RPA in the process.

Bot Activity	Features	Benefits
<p>Bot validates the meter reading of the consumer and processes it ahead if it is correct. In case of an error, it flags the issue to the concerned department, who resolves it.</p>	<p>Creates a potential non-compliance report on consumers for overcharging/undercharging. (from tariff applicable by “time of day” and “time of use”). Auto generate bills and dispatch bills (e-bill, print and mail)</p>	<p>Reduces the burden on the meter reading validation team and the number of complaints that arise out of wrong billing.</p>



Automation in Utility Firms - Use Case #3

Credit/Collections - Automate skip tracing for smarter & faster debt recovery

RPA-enabled skip tracing technology with advanced skip tracing skills can potentially track down non-payers and enhance the debt recovery process. our in-house team to delegate routine skip tracing tasks and focus on high value activities such as enhancing customer relationships.

Bot Activity	Features	Benefits
Sifts through millions of records aggregated from disparate sources and identifies priority accounts to be tracked and efficiently locating debtors.	Bot makes it easy to identify the current address and best phone number. Bot can also search for alternate address, and report on the likelihood of recovering an outstanding debt.	Utilize multiple data sets to obtain the best possible search results and speed up the collections process



Thank You

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