DORA

The digital framework for energy retailers

Atos DORA is an SAP S/4HANA-based digital framework that enables energy retailers to quickly develop and deliver high-value services, and helps slash deployment costs and time-to-market by as much as 50%.

Energy customers have more choice than ever. With so many new entrants in gas and electricity retail, service providers need to develop deeper engagements and lasting loyalty with their customers. Your customers don't just expect a fair rate - they want personalized service and great value at every step of the journey.

How can forward-thinking utilities stand out from the competition, delivering the service and value that customers expect, all at a fair rate?

Utilities can only earn the enduring loyalty of their customers if they are prepared to fully embrace the power of digital.

We have created DORA (Digital Operations for energy Retailers by Atos) to give our utility customers a digital edge. DORA is an SAP S/4HANA-based framework, which makes it a perfect complement to the SAP Utilities system and a springboard to effective digital transformation.

DORA builds directly on Atos's 35+ years of utility sector experience and on our leadership in digital transformation. DORA has over 2,000 utility-specific functions, 250+ business processes, and more than 1,500 test use cases – all ready to use out-of-the-box. With DORA as your digital framework, you will achieve clear differentiation, create innovative service offerings and add value to customer relationships, for increased loyalty and deeper engagement.

The S/4HANA advantage

SAP Utilities has been the market leader for utility enterprise resource planning (ERP) systems. Utilities have relied on the SAP Utilities system for many essential business processes. Utilities are now moving forward with SAP S/4HANA, making it the foundation of their financial, operational and customer-facing processes.

S/4HANA doesn't only enable utilities to manage traditional ERP accounting activities such as billing and invoicing - it also drives optimization of other data-rich functions including customer relationship management (CRM), asset management (think smart meters and IoT devices), meter reading, as well as field service management and maintenance.

DORA makes the difference

Because DORA gives you over 1,500 test use cases, you can accelerate the introduction of new offerings without incurring the associated development and deployment costs. The Atos digital utility framework can cut time-to-market and deployment costs for new services by 50%.

DORA also ensures that your new services are automatically integrated with CRM, sales, billing and other critical utility systems. With a digital framework in place, you gain unprecedented levels of consistency and integration between customer-facing front-end systems and back-end support functions.

And as a collateral benefit, the Atos digital utility framework also becomes your fast-track to S/4HANA and all associated digital transformation.

Atos

Knowing your customers is not just about having timely and relevant data about them - it's about being able to analyze that data instantly, about gaining deeper insight, and about driving positive action.

The Atos digital utility framework gives electricity and gas utilities a genuine digital advantage. It enables you to accelerate and de-risk operational transformation - and to do so cost-effectively. By leveraging DORA capabilities, utility retailers transform:

- The quality and intimacy of customer experience
- The strength of customer loyalty
- The quality of business and operational intelligence
- The timeliness and accuracy of customer and business data
- The cost-efficiency and agility of IT operations

Atos helps utilities create unprecedented levels of flexibility when it comes to personalization, billing, the creation of value-added services, and the speed with which they anticipate and adapt to changing market conditions and regulations.

Thanks to the digital-first foundation of S/4HANA, real-time data availability allows processes such as billing and invoicing to be fully automated. This improves accuracy, utilization and operational agility.

As a comprehensive framework, DORA helps utilities comply with both national and international regulations. Its modular design simplifies regulatory and compliance analysis, placing considerable emphasis on the speed and transparency demanded in automated reporting. Successful adoption is not just about the platform - it's also about the skills, and your local Atos utility consultants are on hand to provide necessary guidance on all aspects of compliance.

Because DORA is built on S/4HANA, it is fully future-proofed: everything you need in terms of future function and performance is embedded from the start. DORA also eliminates the stress and spiraling costs of ad-hoc IT development and continual migration.

Improve customer experience with a 360° view

The hallmarks of every successful customer relationship are cost, personalized service and value. Your customers expect to feel valued, informed and rewarded at every stage of their relationship with you.

Until now, for many utility companies, customer data was poorly connected and scattered across different operational silos. With DORA and S/4HANA this changes forever.

With Atos DORA, you can exploit artificial intelligence and machine learning to gain deeper customer insight and raise the level of personalization. Data can be instantly aggregated to give you and your customers a meaningful 360° perspective. This level of insight lets you get closer to your customers by empowering them. You can, for example, give them control over consumption with detailed usage data via customized dashboards, and offer suggestions for more energy efficient habits and new services.

The Atos DORA digital utility framework helps you strengthen loyalty and transform customer experience. With insight based on real-time data, you can better understand their journey and respond with compelling offers at exactly the right time.

Why Atos?

Whether you are an established utility needing to migrate years of heritage SAP and non-SAP data to S/4HANA, or a new entrant designing your business from the ground up, you need an execution partner with a demonstrable track record. Atos is such a partner.

Atos is an SAP Platinum Partner with over 25 years of experience in implementing and managing SAP IS-U projects. With 3,000 utility specialists, over 1,000 SAP utility specialists and a portfolio of vertical solutions for energy and utilities under its Worldgrid practice, Atos understands the utility sector and how to implement a digital-first approach to utility operations. In 2020, Atos won the SAP Pinnacle Award for Global Outsourcing Service Provider of the Year due to our excellence in managing customer SAP and SAP S/4HANA transitions in the cloud, on-premise or hybrid environments.

Worldgrid

Worldgrid is an Atos business practice delivering real-time integration between IT and OT with sophisticated vertical solutions for energy and utility companies.

With more than 35 years of experience in the power, water, oil and gas value chains - from production and distribution to transmission and retail services – we help energy and utility companies drive digital change to realize business value across their organizations.