Accelerating utility transformation with Atos and S/4HANA

Atos helps define an S/4HANA migration path that offers the digital agility needed to transform the customer experience.

With the 2027 deadline looming for SAP customers to migrate to S/4HANA, the question for most utilities is not if, but when they will adopt this next-generation enterprise resource planning (ERP) system?

S/4HANA advantage for utilities

SAP Utilities has been the market leader for utility ERP systems, responsible for many essential utility business processes. Utilities are now turning to SAP S/4HANA as the foundation for financial, operational and customer-facing processes. S/4HANA doesn't only enable utilities to manage traditional ERP accounting activities such as billing, invoicing and credit management - 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.

Making S/4HANA the heart of your digital core allows you to achieve the digital agility needed to improve customer experience. Migrating to S/4HANA will help centralize all customer data, providing a 360º view of their history and habits, which not only enables deeper customer engagement, but also the creation valuable new services offered at just the right time.

Move to S/4HANA faster with cloud

S/4HANA transformation enables infrastructure modernization and workload migration via market-leading hyperscale cloud providers such as AWS, Google and Microsoft. Our strong business and technical relationships with these providers ensure that you gain multiple benefits from the shift to cloud. Not only will you slash infrastructure costs, you will also increase responsiveness and scalability - meaning your capacity is instantly aligned with changing service requirements. In addition, Atos provides the full security monitoring services your mission-critical SAP workloads demand.

S/4HANA integration connects you to cloud microservices responsible for analytics, data management, customer management and more. This allows you to combine SAP data with other data sources, and to realize powerful business insights and opportunities for growth.

DORA makes the difference

We created the Digital Operations for energy Retailers by Atos (DORA) to give utility retailers a digital edge. An SAP S/4HANA-based framework, DORA is a perfect complement to the SAP Utilities system. 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.

DORA is built upon Atos's 35+ years of utility sector experience and our leadership in digital transformation. 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. Because DORA gives you over 1,500 test use cases, you can cut time-to-market and deployment costs for new services by as much as 50%.

Atos

Routine processes become opportunities for great customer experience. Real-time intelligence, clear and accurate billing, streamlined and responsive omnichannel support - are all possible now.

Forever change the customer's experience

S/4HANA gives you the digital agility needed to get close and stay close to your customers. Routine processes become opportunities for great customer experience. Real-time intelligence, clear and accurate billing, streamlined and responsive omnichannel support - are all possible now.

Moving forward, all great customer relationships will be driven by data. Using S/4HANA as your digital foundation will rationalize and concentrate all customer data. You and your customers will share a 360º view of their history and habits. Armed with this intelligence, you can offer customers greater control, with detailed dashboards, proactive usage suggestions and new service offers.

An S/4HANA-based digital core enables billing automation for faster and more accurate service. This shortens billing and payment cycles, improves cash flow and minimizes customer billing error calls. Your new digital foundation facilitates entirely new and more dynamic service offers and incentive programs.

A digital foundation allows for more proactive engagement by connecting customers to real-time data about invoicing, usage, service calls, outages and more. This 24x7 seamless, omnichannel support enables customers to get information and help via their preferred method - phone, email, AI-powered chatbots and online account management.

Comprehensive SAP migration approaches

For any utility, the optimal migration path depends upon your starting point and environment. Atos offers multiple options that help utilities identify the right S/4HANA migration approach and successfully navigate their transformation journey. We accelerate S/4HANA migration with preconfigured solutions and process mining using AI and machine learning to define processes, improve efficiency and reduce costs. Atos's modular SAP offerings allow utilities to pick and choose the components they need.

Customer spotlight

To more effectively serve its 9 million customers, Acea Energia planned to digitally transform its entire business and subsidiaries within three years. In light of the ambitious timeline, the company engaged Atos to help transition to SAP S/4HANA as their digital core. Atos developed and implemented a new S/4HANA-based infrastructure, delivering unprecedented levels of agility and ensuring seamless integration with pre-existing data and data management tools and practices. The new system supports a wide range of business processes such as ERP, CRM, human capital management, mobile workforce management, as well as billing and credit management.

Atos completed the transition rapidly and without compromising business continuity. The new system provided an agile, cost-effective digital business infrastructure that delivered several business benefits including a 20-30% reduction in operating costs, access to real-time data and improvements in operational efficiency. Atos and Acea Energia continue to work closely to improve performance, drive innovation and new business models, and improve customer satisfaction.

Why Atos?

With Atos, you will experience an effective and efficient S/4HANA transition that does not compromise business continuity. 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 has unparalleled expertise in S/4HANA and cloud migrations, with a proven track record and best practices developed over 25 years of implementing and managing SAP IS-U projects. Atos is an SAP Platinum Partner with over 13,000 SAP professionals, 3,000 utility industry specialists, over 1,000 SAP utility specialists and a portfolio of vertical solutions for energy and utilities under its Worldgrid practice. We understand this 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 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.

For more information: atos.net/utilities