Cognizant Utilise

A ready-to-run pre-configured SAP S/4HANA system with embedded Utilities Industry best practices with Customer Engagement, Fiori apps for Utilities, Embedded analytics, Customer self-service apps, Intelligent Field service, Templates and test automation that drives digital transformation and value realization along with reduction in time to ROI for Utility

The challenging times for Utilities Industry

Utility companies are under constant pressure due to new pricing models in the market, competitive threats. Some of the key operational challenges that Utility companies facing are Customer Experience, Workforce productivity, Efficiency & Cost reduction and Security & Compliance. So, it becomes significant that Utility companies to have strategic investments in their business models and IT infrastructure, which can cater to market dynamics. Needless to say, large Modernization Programmes covering IT, would have the key challenges to manage People, Process, Data and Systems.

Redefining business models through digitalization

To overcome the challenges and meet market demands, Utility companies are channelizing their investments in the latest technologies to define newer business models. According to a survey conducted by a leading research firm, major Utility companies are creating a Customer focused and responsive business model, Value added product offerings, enabled by digital technologies that provides flexibility and agility to respond to increased demand and market disruptions. A robust and agile digital system has thus become the new backbone of the Utilities Industry.

> By 2022, over 75% of enterprise applications will be powered by an intelligent core that analyzes different types of data from a myriad of sources to improve decision making and business outcomes. Source : IDC FutureScape, Worldwide Intelligent ERP 2020 Predictions
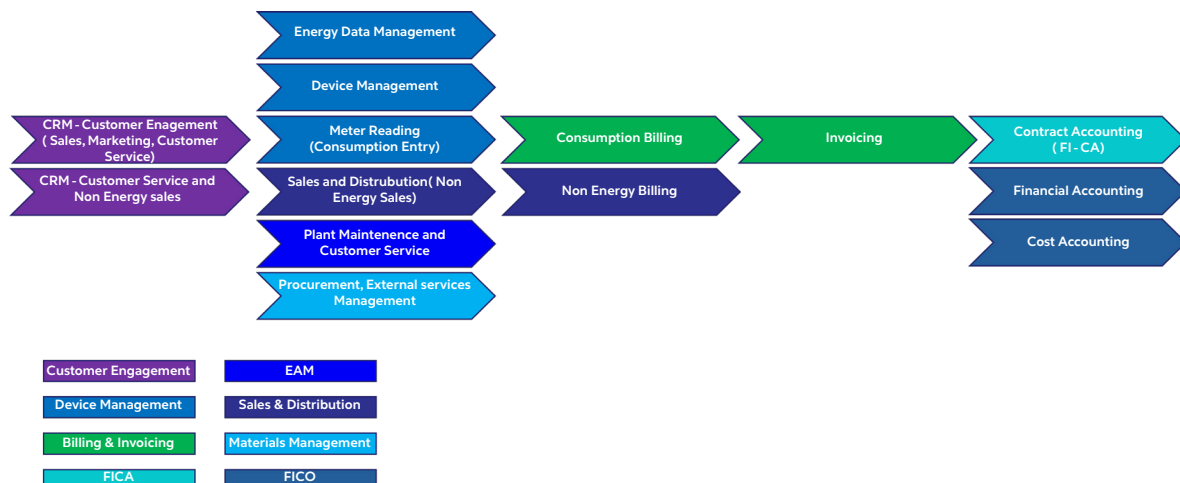
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A digital core is an important step for every company to adapt to the requirements of a digital economy.

Cognizant's Utilise – Laying foundation for digitally enabled Utility Company

Cognizant's Utilise is a ready-to-run pre-configured SAP S/4HANA System with embedded Utility Best Practices with Customer Engagement, Fiori apps for Utilities, Embedded analytics, Customer Self-Service apps, Intelligent Field service, templates and test automation that drives digital transformation and value realization along with rapid deployment, on-target goal achievement and reduction in time to ROI. Utilise comprises of pre-configured scenarios for the Utility business areas covering Customer Experience Management, Meter Data Management, Works Management and Financial & Contract Account management, besides having back office & core Best practice business process such as order-to-cash, record to report, Procure to Pay, and Asset management.

All customer – related business processes from the areas of

Energy supply, services and sales.

| Energy Data Management | | |
| Device Management | | |

CRM - Customer Enagement (Sales, Marketing, Customer Service)	Meter Reading (Consumption Entry)	Consumption Billing	Invoicing	Contract Accounting (FI - CA)
CRM - Customer Service and Non Energy sales	Sales and Distrubution(Non Energy Sales)	Non Energy Billing		Financial Accounting
	Plant Maintenence and Customer Service			Cost Accounting
	Procurement, External services Management			

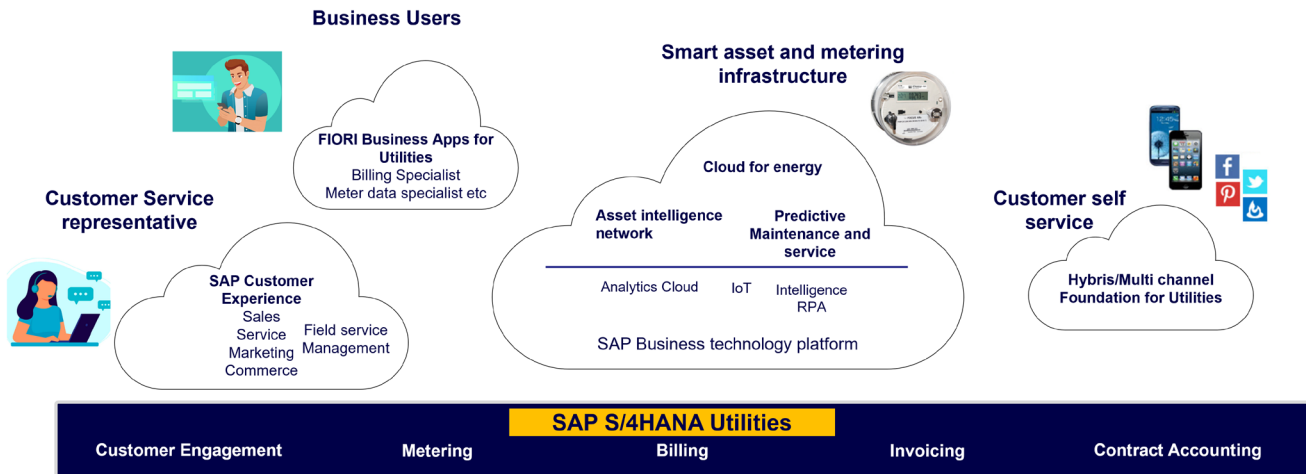| Customer Engagement | EAM |
Device Management	Sales & Distribution
Billing & Invoicing	Materials Management
FICA	FICO

Utility process covered

- Customer Experience Management
- Meter Data Management
- Energy Data Management (EDM)
- Bill to Cash
- Financial & Contract Account Management

- Works Management
- Customer Self Service

Cognizant's Utilise solution leverages S/4 Hana Digital Core which helps to adopt Utility best practice and provides the ability to scope typical Digital Utilities through Harmonized applications and Line-of-Business (LOB) extensions.

Utilise - Digital Roadmap

Foundation for Next generation Utilities

Faster time to value (Upto 30% savings in effort)

Value Driven Core Modernization with Manufacturing best practices

Real time decision making with prebuilt KPIs & dashboards

NextGen User Experience for faster business user adoption

Foundation for system of Innovation powered by cloud, analytics, ML, AI and RPA

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at **www.cognizant.com** or follow us @Cognizant.

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