

SAP EDUCATION



SAP for Utilities:

SAP is in a unique position to offer a flexible and integrated set of solutions. **SAP for Utilities** a portfolio of solutions with comprehensive support for customer care and billing processes. **SAP for Utilities** offers the flexibility to configure processes according to the specific needs of the different utility-provider roles and services in regulated and deregulated markets, including electricity, gas, and water services, as well as transmission, transportation, distribution, and retail roles. No other business solution software vendor has more industry and customer experience in utilities markets than **SAP**.

Its solutions help to improve efficiencies along the entire customer life cycle through standardization of business processes within regulatory environments. Solutions from **SAP for Utilities** support all of the important customer care and billing processes required in regulated and liberalized utilities markets.

Delivery Type: Class – Room Instructor Led

Locations: Calgary, Edmonton, Vancouver, Ottawa, Montreal & Toronto

COURSE CONTENTS

→ Overview of SAP Utilities Functionality:

→ Basic Functions:

- Regional Structure
- Portioning and Scheduling

→ Master Data:

- SAP Business Partner
- Merging Business Partner (IS – U)
- Contract Accounts
- Utility Contract
- Premise
- Point of Delivery

→ Device Management:

- Technical Device and Connection
- Device Installation
- Meter Reading
- Device Inspection

→ Energy Data Management:

- Profile Management
- Settlement
- Interface to External Systems
- RTP Billing

→ Contract Billing:

- Billing Master Data & Basic Settings
- Billing Procedure
- Billing Execution

- Additional Functions

→ **Invoicing:**

- Invoicing Processing
- Budget Billing Plan Procedure

→ **Contract Accounts Receivable and Payable for Utilities Industry:**

- Organizational Units
- Basic Functions
- Business Transactions
- Integration
- Closing Procedure
- Information Systems

→ **Customer Service:**

- Front Office
- Customer Interaction Center
- Process Execution
- Customer Contacts
- Master Data Templates in SAP IS-U
- Error Processing: IS –U / CRM Replication and Parked Documents
- Marketing
- IS- U Sales Processing

→ **Work Management:**

- Standard Components in Work Management
- Master Data
- Processing
- Interfaces

→ **SAP Waste and Recycling:**

- Basic Functions
- Master Data

- Processing
- Billing
- Waste Disposal Installation
- Interfaces

→ **Information Systems:**

- Statistics
- Planning

CONTACT US

Course schedule information is available on www.sitinfosys.com

Please check with us for the latest information.

Copyright © 2010 *SI & T Infosystems* All rights reserved

SI & T Infosystems

Phone: (403) 401 - 4125

Email: info@sitinfosys.com