

Business Processes in SAP for Utilities

Length: 5 Days

Summary: This course is designed to provide an understanding of the major aspects of the SAP for Utilities solution. The participants will be able to understand how the industry solution integrates with the rest of the SAP solution, as well as how each area of the SAP for Utilities solution connects with each other. This course is designed to provide an overview of the total solution and is not a comprehensive view of the full solution and all functions available.

Goals:

- Participants gain an overview of the business processes that can be mapped using SAP for Utilities Customer Relationship and Billing ("CR&B").
- The most important customer business processes are introduced briefly using examples. The integration of CR&B with standard SAP components is exemplified.

Audience

- Managers
- Project managers
- Project teams

Course Objectives: After completing this course, the participant will be able to:

- Describe how SAP Utilities is integrated in the SAP ERP environment.
- Perform the core business processes.
- Explain the structure and function of processes.

COURSE CONTENT

Course Overview

- CR&B application components
- Integration of CR&B with standard SAP ERP system
- Integration of CR&B with standard SAP CRM system

Unit 1: Overview

Unit 2: IC and Master Data

Unit 3: Move-In/Out

Unit 4: Work Management

- Technical Objects in Work Management
- Service Orders and Service Objects
- Service Products
- Interfaces to External Systems

Unit 5: Device Technology

- Device Category
- Device and Register
- Device History
- Device Inspection

Unit 6: Device Installation

- Installation / Removal / Replacement
- Installation Structure

Unit 7: Meter Reading

- Meter Reading Organization
- Meter Reading Process
- Special Meter Reading Functions

Unit 8: Billing Master Data

Unit 9: Billing and Invoicing

- Billing
- Invoicing
- Exception Management

Unit 10: Energy Data Management

Unit 11: Real Time Pricing

Unit 12: Intercompany Data Exchange

- Deregulated Business Processes
- Master Data for Data Exchange

Unit 13: Budget Billing Plan

Unit 14: Contract Accounting

- Contract Accounts Receivable and Payable-
Overview
 - Documents
 - Account Display
 - Payments
 - Returns
 - Dunning
 - Installment Plan
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