



PACE® for Utilities

Pre-configured and Accelerated Implementation of SAP's Customer Relationship & Billing Solution

The Utilities industry must rapidly adapt to stringent regulations and new ownership structures even as it faces growing pressures - from lowering operational costs to towering customer expectations. To achieve success in such a dynamic market, Utilities need to leverage change to their advantage while maintaining focus

on improving operational efficiencies to provide high-quality customer service. For this purpose, Utilities need to have a modern and integrated customer care and billing solution that enhances customer service, increases the efficiency of front and back office operations, improves billing operations, and helps increase

revenue collections. Such a robust and flexible solution can equip Utilities to take advantage of the opportunities inherent in these changes.

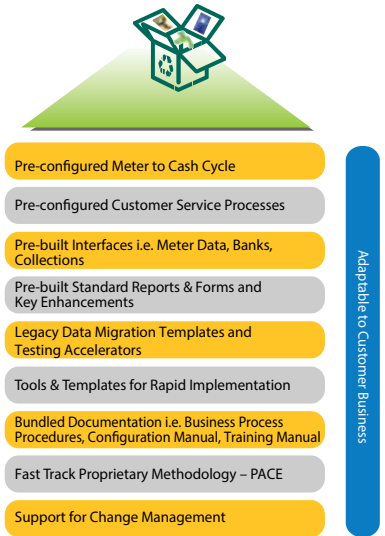
Infosys PACE for Utilities solution can help your Utility business meet these critical objectives and empower it to remain ahead of the curve in this dynamic environment.

Introduction - PACE for Utilities

PACE in the Utilities Value Chain PACE® for Utilities Pre-configured and Accelerated Implementation of SAP's Customer Relationship & Billing Solution Infosys' PACE for Utilities solution is a pre-configured solution, ideal for Utilities with a customer base of up to 500,000. This solution provides seamless integration to back office processes, AMI, GIS etc. Built on the strength of Infosys' Utility domain knowledge and industry best practices, the solution is offered in

SAP CRB platform (ECC 6.5 and CRM 7.1) to cater to most Utility customers. It includes various artifacts as well as accelerators and can be extended to incorporate your specific needs.

PACE provides for rapid implementation - as fast as 9-12 months, a fraction of the typical package implementation timeframe of a similar scoped project. PACE covers the meter-to-cash cycle and customer service processes typically in use at most Utilities.



Generation	Transmission & Distribution	Meter Operations	Retail & Services
SAP Enterprise Asset Management (EAM)			
SAP ERP			
		PACE Focus	SAP CRM
		SAP IS Utilities	

PACE Focus in the Value Chain

PACE focuses on Retail Customer Services and Basic Meter Operations - the prime functions that must be addressed to drive growth as Utilities become customer-centric.

- Achieving high-quality customer service metrics coupled with a scalable, flexible and robust solution is the need of the day. PACE fulfills this critical need
- New initiatives in technology like AMI, GIS etc., are impacting the back office and, in turn, reinventing customer service. PACE is extensible to adopt these new technologies

Infosys Value-adds

Infosys focuses on providing the following value-adds through the PACE solution:

- Solution rests on 15 years of Utility domain expertise
- Implementation backed by unique shared services global support model
- Bundled tools, accelerators and artifacts incorporated from our extensive experience in multiple US Utilities
- Infosys becomes an extended IT arm for you - a one-stop shop for all SAP services

Challenges in Standard Package Implementations

- Frequent costs and time overruns
- The result of the end solution is not known, resulting in lack of user community buy-in
- Today's agile business environment does not allow long implementation timelines
- Continuous loss of user bandwidth can severely impact day-to-day operations

Unique Methodology for PACE

- Unique methodology for accelerated implementation of the PACE solution
- Demo-driven approach involving key users right from the design phase
- Delta modification to pre-configure solution and artifacts shortens timeline
- High focus on 'what you see is what you get' ideology

AMI-ready Solution

- PACE is AMI-enabled (Advanced Meter Infrastructure) across the meter-to-cash cycle, Standard interfaces available for key functions such as remote meter read, on-demand disconnection and reconnection using SAP standard web services for AMI (Enhancement Pack 5), etc.
- Integration makes meter data available to back-end systems supporting customer management, billing and analysis. It also enables cost-effective customer service and enhanced revenue as well as demand management

Automated Meter Infrastructure



Automated Meter Reads (mass/single)

Existing Meter Data Unification System

Upload Interval Readings
Download Orders

SAP Netweaver



PACE



Other Meter Functions (real time/on demand)

Other Meter Functions like Remote Disconnection (real time/on demand)

Benefits with PACE

Rapid Implementation

Accelerate implementation of the Customer Care and billing application with clearly defined project scope and Utility industry best practices

Affordability

Reduce your total cost of ownership (TCO) with pre-configured and pre-tested end-to-end processes, including bundled development objects and documentation

Sound Investment

Establish a strong foundation for growth with a proven, scalable and world-class SAP application and state-of-the-art technology that lets you adapt with your changing needs

Unified View Of Business Across Enterprise

Manage operations effectively, contain costs, and meet customer demands through integrated, end-to-end business information

Effective Growth And Scalability

Based on SAP package technology, it is scalable to support your future business requirements

Efficient Collaboration & Improved Relationships

Strengthen loyalty and satisfaction by collaborating with consumers, suppliers and partners in selected business processes

For more information, contact askus@infosys.com



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