Utility4U™ accelerator

The most comprehensive preconfigured utility business platform available—designed specifically to put digitalization in reach for all utilities.

The Utility4U platform encompasses all key customer information system (CIS), enterprise resource planning (ERP) and enterprise asset management (EAM) functionality, including utility practices for customer service, asset and work management and financial processes and regulatory reporting.

Industry challenges

The utility service model is changing quickly and dramatically. To meet the new demands, utilities simply must digitalize their operations. While the cost to do so can be prohibitive, delaying digitalization will result in utilities falling farther and farther behind.

Every utility is under pressure to accommodate new customer demands, respond to increased regulatory scrutiny and drive hyperefficiency. While digitalizing operations is the clearest path to addressing these challenges, there is a lack of affordable, robust solutions specifically designed to serve utilities' needs. Even the maintenance of modern technology can prove challenging and costly, due to staff size and available skillsets.

Value drivers

Risk mitigation

Implementing a solution from scratch not only introduces more risk of things going wrong, it also adds unnecessary time and expense. We designed Utility4U as a preconfigured solution with the most effective CIS, ERP and EAM utility business processes built right in. We also leverage our proven implementation methodology, providing our clients with a greater certainty of success.

Speed-to-benefit

Cognizant can implement Utility4U at the speed that's best for your utility. We leverage a largely agile delivery model and because our solution exists from the start of the project, populated with your utility's data, we can accelerate change management and organizational readiness along the way. This means your time to benefit is substantially reduced—with a commensurately lower total cost of ownership (TCO).

Flexibility and usability

Utility4U is designed to be implemented in a modular fashion or as an end-to-end platform, leveraging the benefits of a single integrated solution. It comes with built-in utility processes that have been designed to an 80% complete status based on Cognizant's experience in having the most effective customer service, back office, collections management, work and asset management, and financial, supply chain and regulatory reporting processes, with 20% determined by your utility's unique needs. It can be implemented on premises, in the cloud or in a hybrid model.

And, Utility4U is designed to accommodate how utility teams work, with user experience at the forefront of each and every process and subprocess. Adopting Utility4U increases the process yield from day one, because the processes leverage built-in automations and workflows that increase team and departmental

outputs, all while delivering process information along the way—both at the aggregated and detailed level.

Affordability

Utility4U doesn't cut corners in capabilities or scalability. It is built on the same SAP technology the largest utilities in the world run. We make it more affordable by:

1. Preconfiguring utility business processes, which avoids costly customizations and saves you significant time and money

2. Providing fixed pricing to support an affordable, multiyear total cost of ownership (TCO)

3. Building in technology upgrades so there are no surprise costs

Getting all three of these cost-saving measures in a market-leading technology solution is a game-changing option for any utility that doesn't want to settle for less than the best.

Integration

Utility4U leverages SAP's standard integration approach—which is based on the SAP Cloud Platform (SAP CPI)—to integrate SAP's cloud products to SAP S/4HANA® and other integration standards. Utility4U also supports integration to third-party systems via standards-based integration.

Technology currency

On a regular basis, new features and functions that are deemed important by Cognizant and the Utility4U customer community will be added to the solution. In this way, the product itself keeps pace with the SAP roadmap, which is an important differentiator from other vendor templates.

If you choose to take advantage of our optional expert SAP managed services, you'll get ongoing support, plus annual functional improvements and technical service packs.

Process innovation

Utility4U is designed based on Cognizant's experience with the most effective CIS, ERP and EAM processes for electric, gas, water and wastewater utilities. Think of Utility4U as your business process repository, housing 116 business processes:

- 61 financial, supply chain and regulatory processes, like the general ledger, accounts payable and accounts receivable, RUS reporting

- 12 end-to-end work management and asset management business processes

- 43 customer relationship and billing processes

Our validation process ensures our preconfigured processes work for your utility, and we work to keep customizations to a minimum. This pays off in terms of futureproofing your solution.

Technology innovation

Utility4U is built on the latest SAP core business process platform, SAP S/4HANA, leveraging SAP's state-of-the-art, streamlined and intuitive cloud solution for analytics, the SAP Analytics Cloud. Beyond the core CIS, ERP and EAM modules, we have built into the solution innovative accelerators from from Cognizant's suite of utility solutions and services, including:

- Finance4U®, our suite of financial products, has achieved SAP certification as integrated with SAP S/4HANA and supports the full Plan to Recovery™ process

- Industry-specific analytics, which include intuitive design, actionable reporting and dashboards

- Advanced metering infrastructure (AMI) process integration, supporting either an embedded meter data management system (MeterData4U®) or a commercially available MDM

For optimal flexibility, Utility4U can be deployed holistically, or by process area, and in the cloud or on premises.
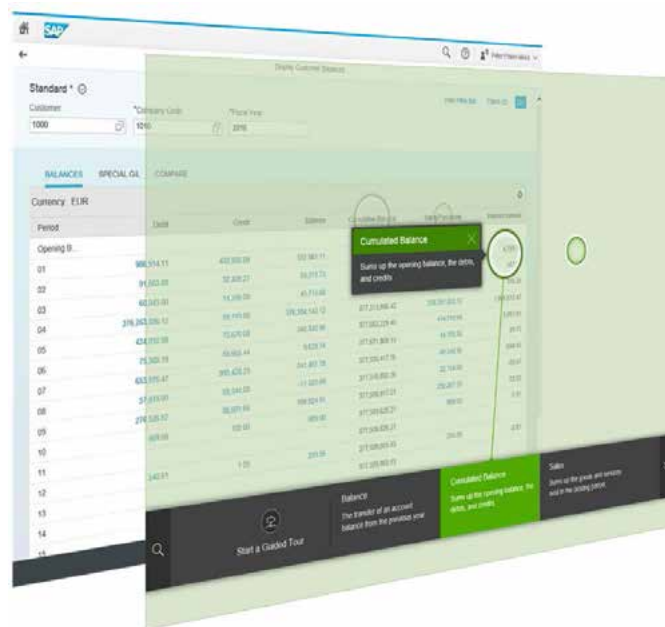
Change management and training

Cognizant is committed to your team's success with the new system, including effective training and organizational change management.

Utility4U comes with all the documentation pre-authored and the test cases predeveloped to ensure that the implementation will be as seamless as possible. It includes business analytics and dashboards—for example, financial dashboards and reports that we know utilities need to run their business because your peers have asked us to develop them.

Finally, it includes a training and change management content authoring and rendering system that uses multiple in-app learning methods for the most effective results. Designed around the many ways adults actually learn, Utility4U offers a training and organizational change management solution that enables your employees to be productive on day one.