

SAP Solution Brief

SAP Mobile On-Site Billing for
SAP Utilities by PROLOGA

Tailored to the specific requirements of electricity, gas and water supply companies, SAP Mobile On-Site Billing for SAP Utilities by PROLOGA supports you in automating and mobilizing your workflow processes as it comes to meter reading and billing. Time-consuming processes belong to the past – with SAP Mobile On-Site Billing from reading to billing in 30 seconds only.

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HIGH-LEVEL FUNCTIONALITY

Once a praised industry, utility companies have to face big transformations as they respond to regulatory changes, demand fluctuations, price volatility and new competition. This is very cost-intensive and makes it difficult for the utilities to meet the demands of a competitive market. Moreover, as a result of continuously rising energy prices and a lack of transparency in their billing processes, customers increasingly lose their confidence making corporate reputation one of the key yardsticks when comparing the players in the industry. Do you also know time-consuming and cost-intensive workflows and the ever increasing service and quality requirements of customers? SAP Mobile On-Site Billing for SAP Utilities by PROLOGA is the right solution to solve these problems.

Internationally compared the number of regular meter readings in the utility industry differs considerably. The higher the frequency of meter readings the more time-consuming and ineffective is the process between meter reading and mailing of the invoice. As a result of long delivery times and ineffective operating principles it often needs several days or weeks until the customer is in possession of his invoice. This has a direct impact on the company's cash flow. Sort out that problem with SAP Mobile On-Site Billing and make short work of long processes and unnecessary postage and delivery costs.

SAP Mobile On-Site Billing has been developed for the special needs of electricity, gas and water supply

companies. As an extension of SAP for Utilities you can smoothly integrate the solution into your existing SAP system. Furthermore, the high integrity of SAP Mobile On-Site Billing reduces the number of process interfaces and keeps transmission errors to a minimum.

By extending your SAP solution with SAP Mobile On-Site Billing a versatile spectrum of opportunities will open up to make your processes more effective and to save financial and human resources. The data collection of SAP Mobile On-Site Billing runs fully automatic via Bluetooth, bus systems or other available interfaces (optical or serial), but can also be handled manually by the meter reader, if requested. The data are transferred directly on-site into the backend of the SAP system.

Mobile Billing - Online and Offline

As a special feature, SAP Mobile On-Site Billing enables you to complete the entire accounting process on-site. If a data connection between mobile device and SAP system exists, the value read will be directly transferred into the backend system. Within a few seconds, the invoice is created and can be printed on the integrated printer of the mobile device.

Reading errors belong to the past, since past reading and billing data are simultaneously reconciled. In case such plausibility check reveals deviating values, the mobile application on the PDA offers different possibilities to record

visual information. Using the integrated camera a picture of the meter reading can be taken and stored in the internal memory of the mobile device. During the next communication cycle the photo will be transferred to the backend, where it is stored as part of the order results.

Furthermore, SAP Mobile On-Site Billing offers the opportunity to calculate the consumption of your customers even without having a data connection to the backend system. Therefore, you are able to react more quickly and flexible to all local conditions and customer needs. The offline billing functionality uses the Mobile Billing Engine, developed by PROLOGA. It creates the invoice based on stored data on the PDA. That is functionality at its best.

Minimize Maintenance and Test Requirements

Not only the great functionality that comes with SAP Mobile On-Site Billing makes this solution a best fit to your needs. Expensive adaptations and maintenance for the mobile application will be a thing of the past that you best leave to your competitors. With the Mobile Billing Engine, modified billing steps or rates are directly synchronized between backend and mobile device. This functionality makes SAP Mobile On-Site Billing unique and also saves a lot of testing time. Another advantage is the evenly spread system load. Meter readings are transferred to the system particularly during the day reducing the system load of nightly chain batches immensely.

Functionalities at a Glance:

- Automated data collection
- Reliable data synchronisation between backend and mobile device
- Billing online and offline on-site
- Simplified system landscape
- Picture integration for validation purposes

The optimization of your workflows is shown in figure 1. Almost all process steps after arriving at the customer

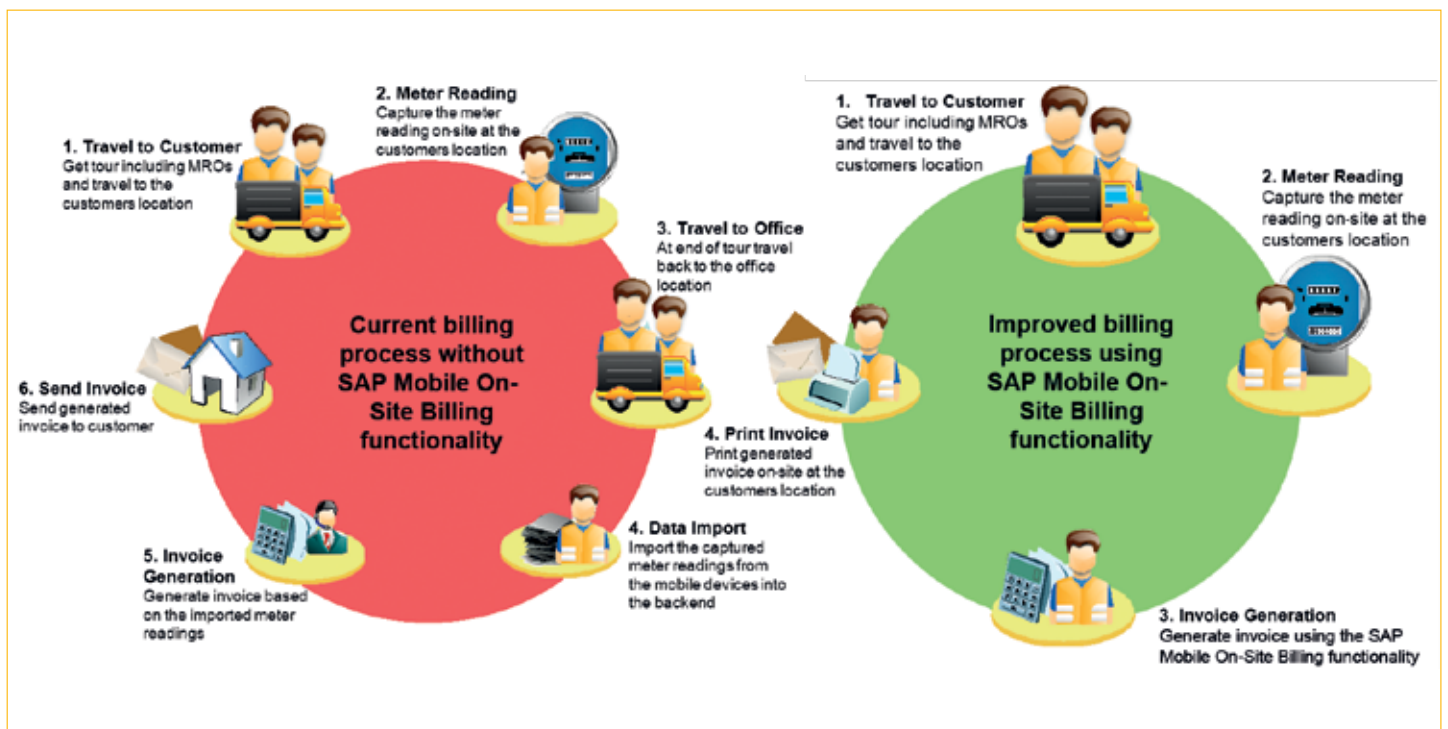


Fig. 1: Standard process versus optimized process with SAP Mobile On-Site Billing for SAP Utilities by PROLOGA

on-site are automated using SAP Mobile On-Site Billing.

Catch up on tasks that have previously taken days or even weeks in a few minutes, such as meter reading, invoicing, or collection processing. With SAP Mobile On-Site Billing you reduce the duration and expenses of your processes to a minimum. You will save cost-intensive and time-consuming mailing routes as well as the data import in the central office. This will be a time-saving success factor, considerably expediting the order-to-cash process.

Furthermore, you will be able to provide a faster and more accurate data collection and billing on-site to your customers. In that way, you will

improve the service quality, make billing processes more transparent and strengthen your corporate reputation. These facts create a positive effect on the customer's trust, as Brazilian utility companies using SAP Mobile On-Site Billing have confirmed.

Figure 2 shows the entire process chain using SAP Mobile On-Site Billing at a glance: Starting with the backoffice planning, including order creation and grouping, the assignment to meter readers and order transmission, to the execution on-site, SAP Mobile On-Site Billing optimizes your business processes effectively and supports you in eliminating unnecessary costs regarding to your meter reading activities.

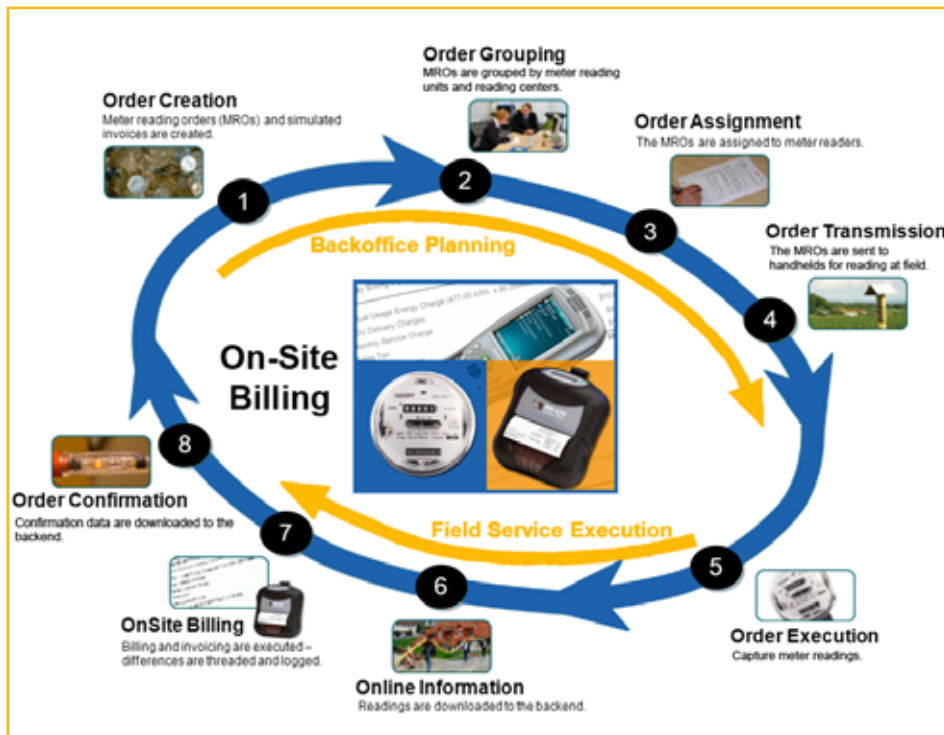


Fig. 2: Entire process with SAP Mobile On-Site Billing for SAP Utilities by PROLOGA

SAP Mobile On-Site Billing is the ideal solution for collecting and processing data transparently, efficiently and cost-effectively, in order to provide them to the customer as quickly as possible.

SAP Mobile On-Site Billing supports you in:

- Optimizing processes and simplifying complex work-flows
- Spreading the system load sustainably
- Shortening the maintenance and test requirements
- Reducing time-intensive and expensive mailing routes
- Increasing the flexibility
- Boosting customer satisfaction by making billing processes more transparent
- Improving your efficiency and cash flow

Summary

SAP Mobile On-Site Billing for SAP Utilities by PROLOGA has been developed as an extension of SAP for Utilities to fit the needs of electricity, gas and water utilities. It helps to improve meter reading and billing processes. The mobile application provides a precise and automated data collection and transmission. In this way, you can eliminate time-consuming and cost-intensive workflows and print invoices directly on-site. This process optimization saves money, time and increases the customer satisfaction provably.

Business Challenges

- Save financial and human resources by optimizing the reading and billing processes
- Reduce maintenance and testing efforts
- Increase transparency in the billing process

Key Features

- Enter, transmit and validate reading results on-site
- Invoice creation using the Mobile Billing Engine
- Real-time synchronization of invoice data with the backend system
- Live GPS tracking of the meter reader
- Picture integration for validation purposes

Business Benefit

- Reduced costs related to the billing process
- Invoices are generated on-site in a few minutes
- Data are accurately updated and accessible immediately
- Simplified system landscape
- Minimized maintenance and test requirements due to automated data synchronization
- Increased customer satisfaction due to fast order processing and greater transparency of the invoicing

License Requirements

- SAP ERP 6 EHP 7, including SAP Mobile Order Management by PROLOGA, SAP Meter Reading Planning & Smart Meter Rollout by PROLOGA

SAP price list material no.

bundle product consisting of Mat. no. 7016763 + 7016762

More Information

To learn more about SAP Mobile On-Site Billing for SAP Utilities by PROLOGA and the opportunities this application presents for your company, please contact your SAP representative.

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