

Accenture Enterprise Services for Utilities

Delivering high performance in enterprise
resource planning

A large, stylized yellow chevron pointing to the right, positioned behind the text.

High performance. Delivered.

State of the market

According to Accenture's latest finance study, a focus on enterprise resource planning (ERP) systems is a top priority for chief financial officers (CFOs) over the next two years.¹

For mature utility companies operating in developed markets, finance executives are not isolated in seeking to enhance existing ERP systems to support broader business goals and operational excellence. Executives from other corporate services, such as human resources, procurement and IT are also facing this need. For emerging markets, utilities have the need to build these corporate services and implement ERP systems for the first time. In addition to these distinct needs, Accenture has identified industry challenges that all utility companies may need to address.

Utility industry challenges

Manage and reduce costs. Regulators have shown increasing stringency with reporting and disinclination toward rate increases. To maintain or improve performance, many utilities will need to get more done for less. As the external environment to the industry continues to evolve, ERP systems for power generators and transmission and distribution (T&D) operators will likely need to be more flexible while lowering the total cost of ownership.

Merger and acquisition (M&A) integration. Post-merger integration is the basis of M&A success. Utilities may need to define and implement common corporate services to realize the desired M&A synergy. Without the commonality of ERP systems, large utilities can face challenges when consolidating from a series of siloed organizations into a single entity.

Deregulation prompts focus on finance. As a result of deregulation, some utilities are now listed on public stock exchanges. Under stockholder scrutiny, financial transformation has become essential. ERP systems help achieve the required focus on cost management, control, accurate financial data and timely reporting.

Smart grid and the onslaught of Big Data. The demands of business transformation are paving the way for financial transformation. Across all markets, utility companies are preparing for industry-changing advancements such as the smart grid and renewable energy. To manage and effectively apply the large volume of data, ERP systems instill collaborative processes and common data capture to drive strategic insights.

Accenture Enterprise Services for Utilities

Accenture Enterprise Services for Utilities is a comprehensive portfolio of enterprise resource planning solutions that enables core utilities processes – generation, T&D, corporate services – to be packaged for rapid deployment – providing more predictable, high quality results, faster with less cost and risk.

Utility executives have numerous priorities for the way corporate services operate and the results they want to achieve from them. However, a primary focus is improving the performance and cost management of corporate services across the entire enterprise. Accenture Enterprise Services for Utilities can help.

Did you know?

- 1** We have more than 2,500 industry-leading processes documented in the Accenture High Performance Utility Model.
- 2** Accenture has contributed to SAP solutions that have become industry standards, including the IS-Utilities solution.
- 3** Accenture is the leading Oracle integrator for utilities.
- 4** Accenture was the first member of the Oracle Partner Network to achieve Diamond Status and has been awarded 24 SAP Pinnacle awards, more than any other SAP alliance partner.
- 5** Accenture has more than 38,000 SAP-skilled professionals globally across the SAP suite of products.
- 6** Accenture has more than 52,000 Oracle-skilled professionals globally across the Oracle suite of products.

Accenture Enterprise Services for Utilities Features

A single, integrated view of management. Using cloud computing and mobile technologies, Accenture's solution delivers information from across the utility.

Analytical capabilities. Our solution helps utility executives analyze management information to execute strategic goals across an entire utility or configure them to a specific focus area such as generation, T&D and retail.

Industry-leading business processes. Drawing on the Accenture High Performing Utility Model (HPUM), we believe our proprietary framework consists of today's industry-leading business processes. Rather than perform perfunctory management, Accenture's solution optimizes processes in generation, T&D and retail in interactions with corporate functions.

Accelerate time to value, reduce cost and mitigate risk. Enterprise Services for Utilities accelerates time to value and mitigates risk, delivering in as little as half the time of the solution for new implementations.

Moving utilities to the next level

Accenture research² shows that Corporate Services have to manage complexity arising from a number of factors including: new and changing regulations, continued market and economic volatility, attracting and retaining top talent, and managing new data—all of which are highly relevant in the context of utilities.

Today's high performing organizations selectively invest in capabilities to respond to challenges, meet the expectations of internal customers and deliver greater value to the enterprise.

Potential benefits of Enterprise Services for Utilities include the ability to:

Use and analyze data from transaction systems to guide more effective decision making based on facts.

Move toward enhanced supplier relationship management and collaboration with greater spend visibility and compliance, rather than rudimentary supply chain management.

Offer employees self-service convenience with highly used corporate functions such as human resources and payroll.

The Accenture difference

Accenture offers management consulting, technology and outsourcing services, and is a recognized leading service provider. Across our global client base of businesses and governments, we believe our scope of integrated services sets us apart. As a leading global systems integrator for ERP platforms, Accenture has unparalleled platform expertise and close vendor alliances, which means that your implementation will benefit from the latest innovations applied to your industry and proven by our experts.

Our approach to delivery and system implementation helps to differentiate our overall offering. Our efforts are anchored in alignment to the strategic drivers of the business and unlocking enterprise value with ERP. In so doing we help to enable the integrated capabilities of strategy, people, process and technology. We use repeatable, measurable methods that aim to deliver speed to value. Accenture Delivery Methods use standardized, documented processes to help reduce project disruption risk and drive focus on enhancing an implementation that is right the first time. The Accenture Global Delivery Network is a worldwide team of professionals with deep process and technology skills and

utilities industry experience. Our global footprint enables us to draw on the right capabilities for project delivery.

Using Accenture's solution as the ERP backbone for any large-scale transformation project, Accenture helps utility companies build platforms to support high performance over the long term.

Accenture High Performance Utility Model (HPUM)

Based on our work with 200 utilities around the world, as well our ongoing research into the characteristics of high-performance businesses, we have synthesized more than 2,500 leading practices in utility business process management to create the Accenture High Performance Utility Model (HPUM).

Helping Eskom achieve high performance

Eskom generates 95 percent of the electricity used in South Africa and 45 percent of the electricity used across the African continent. With such a heavy generation focus, Eskom wanted to optimize its business processes.

Accenture helped Eskom assess its current capabilities and identify gaps in excellent performance. Using the industry-leading practices compiled in the HPUM, we helped Eskom strategize its next steps for improvement.

Eskom had access to 1,700 detailed process flows, which the utility used to design and re-implement an ERP system for high performance.

Reference

¹ Accenture 2011 High Performance Finance Study: Delivering Value in a Complex World. <http://www.accenture.com/us-en/Pages/insight-finance-study-delivering-value-complex-world.aspx>

² Ibid.

About the Accenture Utilities industry group

The Accenture Utilities industry group has more than 30 years of experience working with electric, gas and water utilities worldwide. Our group works with over 200 utilities in more than 30 countries. We work with 75 percent of businesses with utilities in their portfolio on the 2012 *Fortune* Global 500 list. The Accenture Utilities industry group brings deep industry knowledge, world-class capabilities, leading-edge technology and innovation to our clients to help them raise their performance to new heights.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 261,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.

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