

Executing Business Processes in SAP S/4HANA Utilities

OEM: SAP • Code: S4IUT



COURSE DESCRIPTION

This course provides a comprehensive introduction to the SAP S/4HANA Utilities solution. Participants will explore the unique features of the SAP S/4HANA Utilities system, gain an end-to-end understanding of industry processes, and customer service operations. The course covers topics such as integration of artificial intelligence for process optimization, the use of SAP Fiori for utility-specific functions, asset management architecture, and the application of cloud solutions within the utilities sector. By the end of the course, you will have a thorough understanding of SAP S/4HANA Utilities and its applications in the industry. Introducing S/4HANA for Utilities Executing Basic Functions and Master Data

AUDIENCE PROFILE

- Application Consultant
- Business Process Architect
- Business Process Owner / Team Lead / Power User
- Enterprise Architect
- Industry Specialist
- Solution Architect
- System Architect

PREREQUISITES

Essential

- None

Recommended

- Basic knowledge of SAP S/4HANA Cloud

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Understand the fundamentals of SAP S/4HANA Utilities, including platform basics and master data.
- Navigate key business processes such as meter-to-cash, measurement concept management, and customer engagement.

- Apply SAP Fiori, analytics, extensibility, and FI-CA integration in practical scenarios.
- Experience RISE with SAP Customer Journey end-to-end demonstration (optional).

COURSE OUTLINE

Module 1: Execution of the most important business processes:

- Exploring the Move-In/Out Process
- Utilizing Services Processes
- Explaining Device Installation
- Demonstrating Meter Reading
- Implementing the Billing and Invoicing Process
- Implementing Contract Accounts Receivable and Payable
- Explaining Measurement Concept Management
- Utilizing Customer Engagement Functions for Effective Customer Service Operations
- Explaining Asset Management (EAM) Architecture
- Demonstration (optional)