



BEST PRACTICE FOR UTILITIES



DSC[APP4UTILITIES]

BSI CUSTOMER SUITE CONNECTOR FOR SAP S/4HANA

by DSC Unternehmensberatung und Software GmbH

The App4Utilities connects SAP S/4HANA Utilities to the BSI Customer Suite including Businesspartner, Contracts, Attachments, Connection objects, Point of consumption, Payment information.

Category

- Application Development and Automation

Works with

- SAP S/4HANA Cloud, private edition
- SAP BTP, Cloud Foundry runtime and environment
- SAP S/4HANA Utilities
- SAP Integration Suite

Solution type

- Extensions and Add-Ons

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DSC and BSI cooperation



Our cooperation allows you to enrich the existing holistic view of the customer for your sales, marketing and customer service with utility-specific content from your SAP for Utilities system in the future. This not only significantly increases the existing process efficiency, but also results in indispensable and effective applications for an effective and personalized, effective and seamless customer language and the associated holistic concept of your company.



One of the leading manufacturers of CRM software and customer experience for over **28 years**



One of the leading SAP® IT service providers in the energy industry for over **30 years**



With the DSC SAP Connector, we offer a standardized interface solution that enables seamless integration into existing SAP processes.

ADVANTEAGES OF THE SAP CONNECTION FOR THE CUSTOMER EXPERIENCE



Benefit from connected data



Customer data always synchronized and complete



Save Costs & Time with **out-of-the-box** implementation of BSI Customer Suite with SAP Data



Supports **SAP S/4HANA Utilities** to ensure easy transition Provides relevant data from the SAP system



Improved process efficiency



Customer experience improves optimal customer journey



Customer Centricity



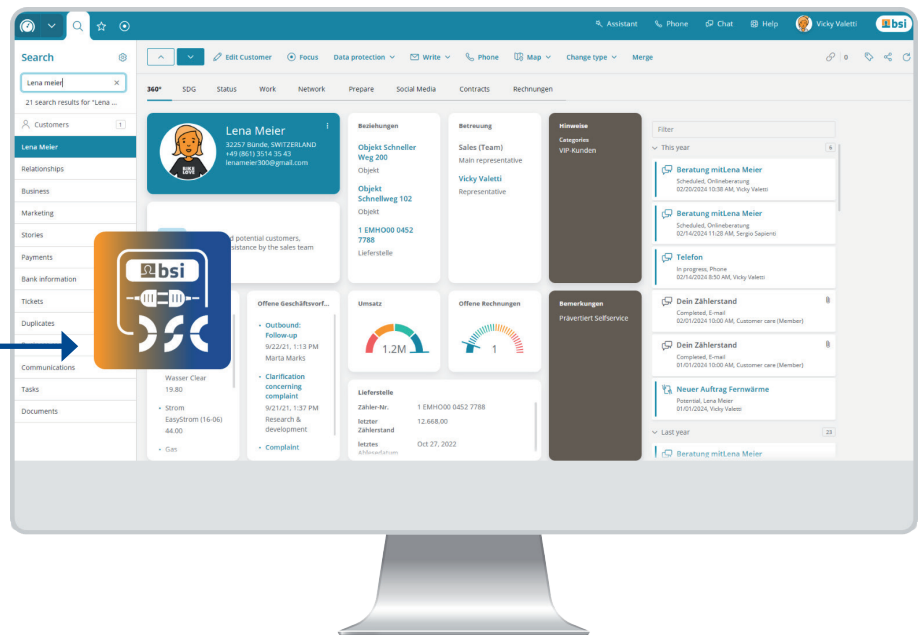
Customer View



HOLISTIC CUSTOMER MANAGEMENT

The App4Utilities, in conjunction with the BSI Customer Suite empowers Energy-Suppliers to master the challenges of intelligent customer centricity – from successful new customer acquisition to comprehensive customer loyalty measures. You analyze your customer data in real time and use it in all energy-specific business processes. All counter and customer information is mapped centrally, and a comprehensive 360° customer view is created. This information enables you to engage with your customers personally and at the right time to provide them with offers that are tailored specifically to their needs.

- Business partner
- Contract account overview
- Point of delivery
- Payment period/history
- Meter reading
- Further utility-specific content



PROCESS DESIGNER - FOR INTELLIGENT SERVICE, SALES & MARKETING AUTOMATION

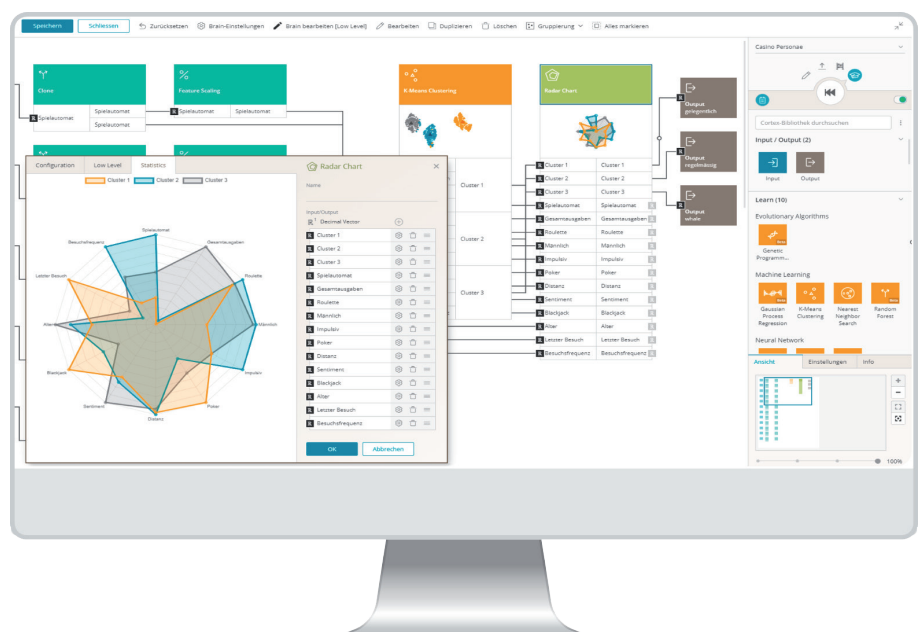
Transform your business with our BSI Customer Suite designed to revolutionize your internal processes. With our intuitive No Code/ Low Code visual process designer, your team can easily create and manage workflows without extensive programming knowledge, including SLAs, Letter-Designs etc. This makes it easy to map your service, sales and marketing processes.



Benefit from
connected data



Improved
process efficiency

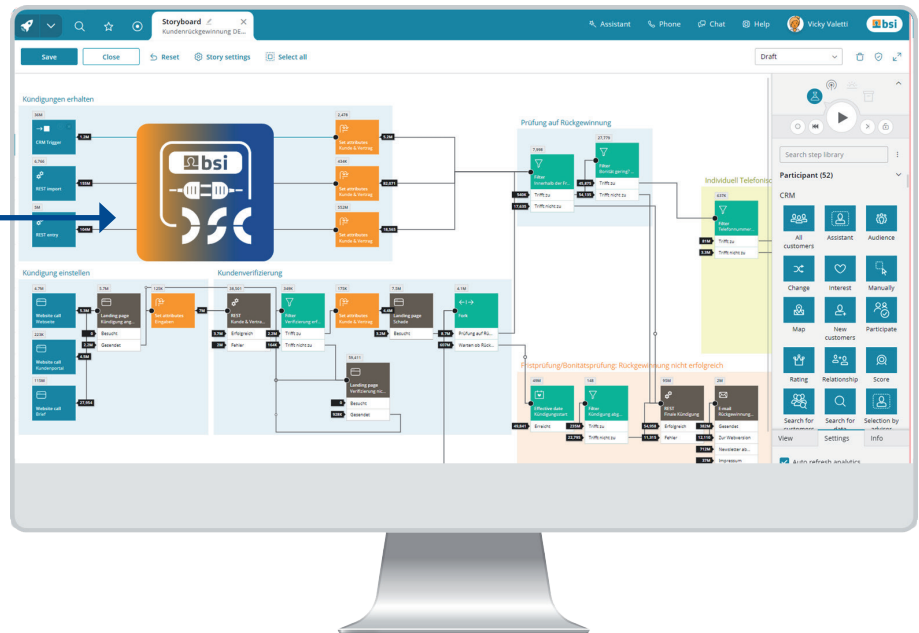




INTEGRATED ARTIFICIAL INTELLIGENCE

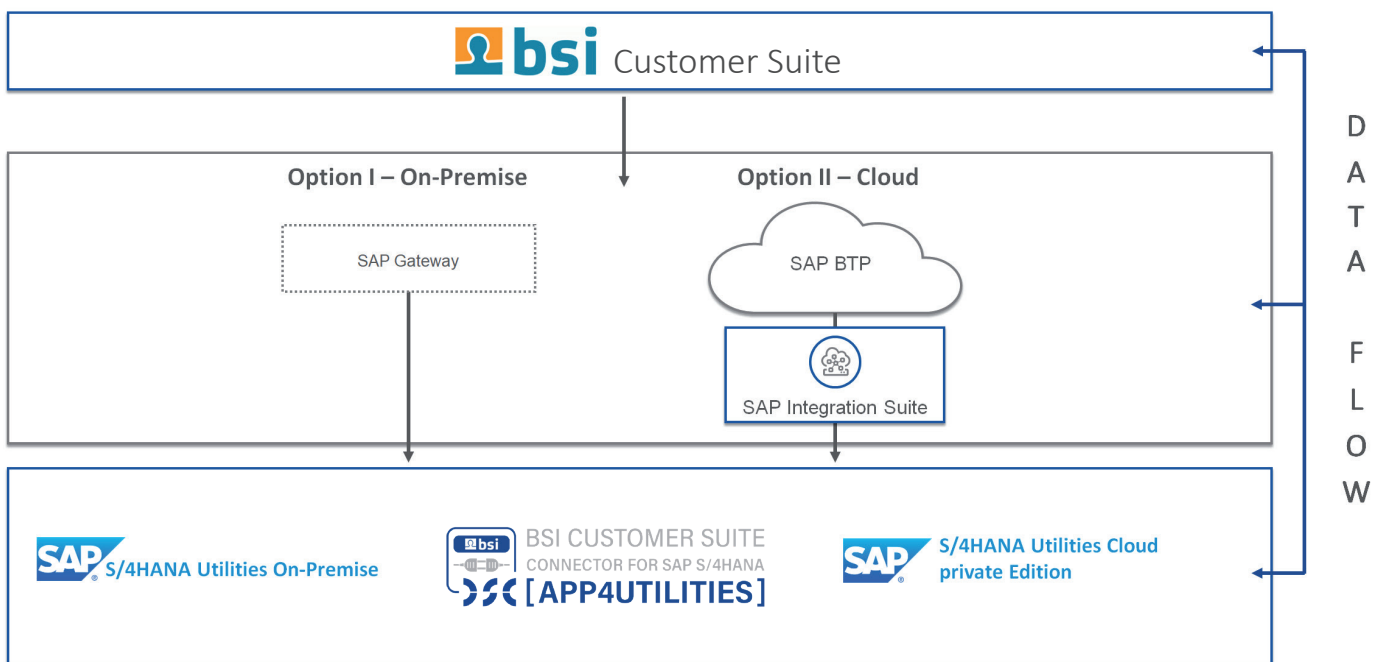
Create added value for your company with the opportunities Artificial Intelligence presents. For inbound mail automation, next best actions, churn detection or lead scoring – BSI AI, our Artificial Intelligence product, supports you in analyzing your data and helps you with small and large decisions in customer relationship management, allowing you to increase your lead over your competitors.

By using the connector app, all Information can be used for automation and customer journeys



EASY SAP INTEGRATION

Simple SAP integration. By using standard interfaces and services, utility-specific data can be provided flexibly for all BSI Customer Suite processes.





DSC UNTERNEHMENSBERATUNG UND SOFTWARE GMBH

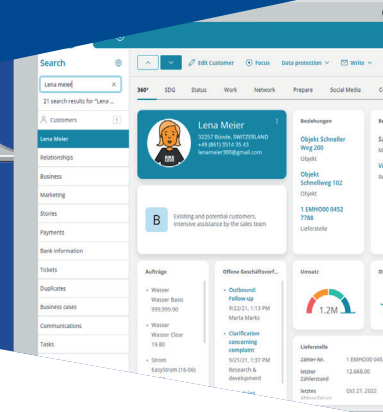
Since 1993, energy utilities companies throughout Europe benefit from the know-how and experience of DSC GmbH. As a long-standing SAP Gold Partner in the utilities sector, we have proven our competence in well over 2.500 successful projects.

In addition, more than 1.000 customer installations testify the quality of our software solutions.

Furthermore, you can benefit from our comprehensive software and service portfolio – with locations in Germany, Austria and Switzerland we are always close to provide optimum support for your project, even under consideration of country-specific requirements.

DSC & PARTNER

COOPERATION FOR YOUR SUCCESS



OUR PARTNERS



#BestPracticeForUtilities

Since 1993, one of the leading SAP® IT service providers for the energy sector in the D-A-CH region, with headquarters in Schriesheim.

Contact

Philipp Steltemeier

philipp.steltemeier@dsc-gmbh.com

Phone +49 6203 6941-154 | vertrieb@dsc-gmbh.com

DSC Unternehmensberatung und Software GmbH

Carl-Benz-Straße 16 a | 69198 Schriesheim

www.dsc-gmbh.com

