High Level Future State Architecture - DRAFT

XPLORATION DESTINY — Customer Service Platform of the Future

Legend / Roles

- Account Specialist / Key Account Manager
- SAP Back Office Manager/Supervisor
- Agent
- FPL Customer
- Key Decision Number (xx)

Architecture Key Decisions & Assumptions

Agent Desktop
- Agent desktop will be Salesforce

SAP Integration
- Leverage the existing Hybrid Approach with MuleSoft and migrate to SAP BTP Integration Suite from SAP PO which is end of maintenance 2027
- Use SAP Edge Integration Cell (EIC) for on-prem integration requirements
- Move to an embedded SAP gateway to mitigate SAP external gateway end of maintenance in 2027 and help reduce overall TCO
- Final decision pending on Apigee/Fusion replacement.
- Central monitoring and across integration platforms recommended

SAP Data Integration
- Use existing integration patterns between SAP and SalesForce, IVR and other application integration through OData
- For scenarios where SAP needs to send real time changes to be persisted in other systems based on the defined data model e.g. Salesforce, leverage existing event based triggers with SAP
- Real Time Non Persistent data calls
- Event based updates either from Salesforce to SAP or SAP to Salesforce using existing SAP framework

SAP User Experience
- SAP Fiori and GUI (blended experience) will provide the future SAP UX for end users within SAP. As part of the upgrade look to deploy a pilot while also considering new innovations as part of SAP 2023 e.g. BPEM Fiori apps
- New SAP application use cases will be looked to be developed on BTP and integrated into the Fiori launchpad for users

AM and Meter Reading
- Future state MDM will For the MDM, a decision is needed.
- SAP will need to be integrated to both ITRON and Sensus as part of an interim state until the completion of the planned ITRON meter roll out is completed for the existing NW customer base.

Customer Preferences
- Customer preferences to be stored in Salesforce and replicated to both Adobe and SAP
- Applications of engagement such as agent desktop and web to consume APIs to view and update preference information
- For outbound communications use Oracle data virtualization views of tables to use in outbound communications

Customer Communications
- OpenText to be continued to be used and integrated with customer preferences
- Adobe message broadcast and templates to be used

Reporting and Analytics
- BW4J and S4C considerations
- BW4HANA will continue although performance of existing extractors needs to be reviewed and optimized
- Power BI and EDP to be used for Non SAP/ SAP use cases

Web and Mobile

Case and Exception Management

AI & Chat
- AI use cases

Address Management & Validations
- Spectrum to continue to be the main address validation tool

Field Management

Major Layers / Sections

- Customer Interaction Channels
- Customer Communications and Notifications
- Electronic Customer Communication (ECC)
- SAP Integration Layer - BTP Integration Suite (Cloud)/ Edge Integration Cell (On-Prem) and Gateway
- SAP S/4 HANA 2023 - Utilities
- Revenue Management - Billing and Invoicing
- AM & Meter Reading
- Revenue Management - Payments, Credit and Collections
- Power Delivery
- SAP Reporting
- SAP Business Transformation Platform (BTP)
- Salesforce Platform
- Contact Center Platform
- EDP
- CHoaS / CSDO Omnichannel

Key Palettes

Application & Integration: SaaS, PaaS, IaaS, ML or GenAI, Database

Cross Channel: Mobile, Desktop, Email, Text, Notifications, Phone, Live Chat, Agent, Virtual Agent Assistant

AWS Architecture Components, **Virtual Machines & Networks**, **AI and Machine Learning**, **Lambda Functions**, **Analytics**, **Internet of Things (IoT)**, **Other**

SAP Architecture Components, **BTP Services**, **Other Applications**