

Introducing S/4HANA Utilities for Customer Management (S4CRM)

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Fuente: blogs.sap.com/2018/03/05/introducing-s4hana-utilities-for-customer-management-s4crm

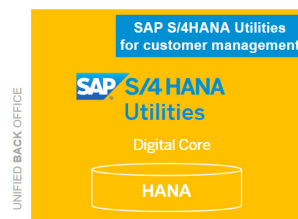
Simplification is one of the key mottos of SAP S/4HANA, some people even say that its first letter is one of reasons behind the “S” in the product name .Today I would like to introduce you to one of the major elements of simplification within what SAP S/4HANA offers to the utilities industry. Let me explain more:

INTRODUCING S/4HANA Utilities for Customer Management



CRM IC embedded into S/4HANA

serving as central entry point for customer service specialists



Middleware

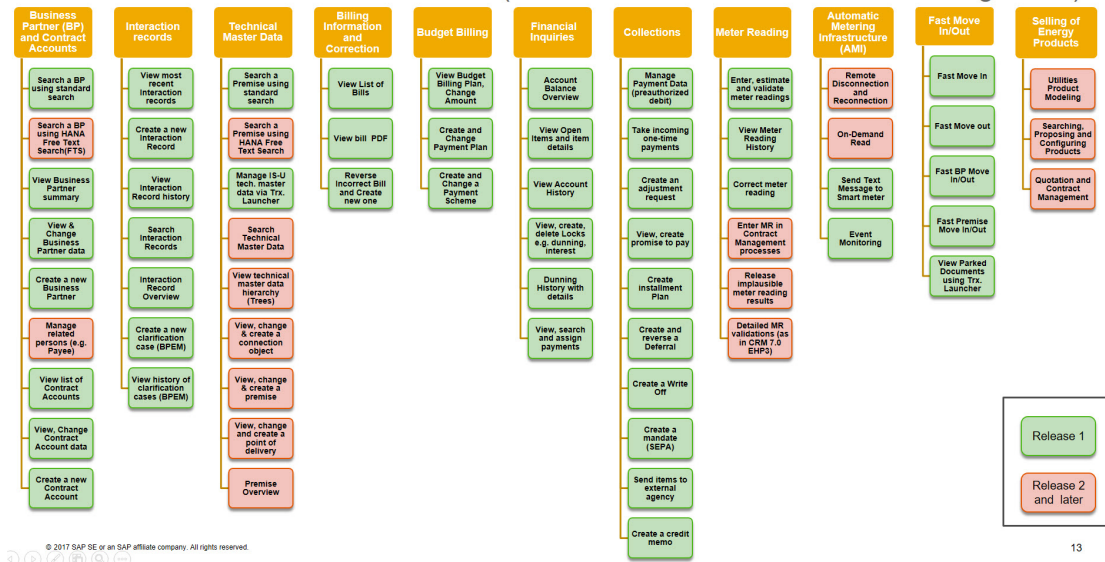
**Harmonized
data model**
Best of ERP (IS-U)
+ CRM for Utilities

New Fiori 2.0 Belize theme

for WebClient UI offering delightful SAP Fiori user experience

SAP S/4HANA for Customer Management (S4CRM) is a simplified version of SAP CRM embedded into SAP's digital core powered by HANA. Technically you can install it as an add-on on top of S/4HANA, SAP's digital core – which means that S4CRM tables will be part of the S/4HANA database scheme. Hence no middleware is required to replicate data between S/4HANA (including IS-U) and S4CRM – resulting in a simplified system landscape which you can run at a lower total cost of ownership. With S4CRM, SAP intends to harmonize the ERP (IS-U) data model with CRM for Utilities, starting with the business partner and contract account in the first release and continuing with further entities in the subsequent versions.

Functions for the Interaction Center (S/4HANA Utilities for Customer Management)



Moreover with S4CRM release 1.0 (released to customers since end of February 2018), SAP has embedded the CRM Interaction Center into S/4HANA, serving as a central entry point for customer service specialists. Note that S4CRM comes with a new “Belize” UI theme, offering a delightful SAP Fiori user experience as well for in the Interaction Center. For the utilities industry, SAP delivers a new business role S4_UT_IC covering 45+ typical business process steps of a utility company – with more to come in the subsequent releases of course:

SAP Fiori interface for the Interaction Center. The screenshot shows the 'Account Overview' table for a customer account.

Status - Icon	Document Num...	Contract Acct. ID	Main Transactio...	Sub Transaction...	Amount	Currency	Deferral To	Net Due Date	Lock	Calc Period
...	900000862	1510512	Consumption ...	Consumption ...	42.95	EUR		02.10.2017		30.09.2017
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Document Type: Invoicing
 Main Trans - ID: 0100
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 Item Text:
 Dunn. Procedure - Text:
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Payment Method:
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 Created By: William Eastman
 Clearing Reason:
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To summarize SAP S/4HANA Utilities for Customer Management is a key element of SAP's S/4HANA roadmap for the utilities industry, allowing utility companies to safeguard their past investments into SAP CRM for Utilities in a simplified system landscape. Don't miss the opportunity to learn more about it from SAP solution and product management in a deep-dive session at the International SAP Conference for Utilities – looking forward to seeing you in Lisbon on Tuesday 17 April 2018:

<http://uk.tacook.com/events/conferences/details/international-sap-conference-for-utilities/pre-conference-workshops/workshop-9-introducing-the-sap-s4hanar-utilities-solution-for-customer-management.html>