

the 
value
chain

Accelerate. Adapt. Act.

Utilities – wired by SAP

Driving your business with flexible utility solutions



Lead the charge with us

TheValueChain consists of a team of over 400 SAP consultants, each with extensive expertise in SAP and active in various sectors, with a strong focus on utilities. In fact, three of our top five customers are active in this sector. We combine extensive industry knowledge and project experience with state-of-the-art SAP technology to position ourselves as a valuable strategic partner for utility companies seeking transformation and innovation.

TheValueChain is recognised as an SAP Gold Partner, with offices in Belgium, the Netherlands, France, and Switzerland. Currently, we have 58 consultants (52 FTEs) working across eight major utility companies, covering a wide range of SAP areas, including ISU, FICA, FICO, FSM, PM, Logistics, HR, Integration Suite, Fiori, and UI5.

As experts in SAP Utilities, it's important for us to continuously explore both new and existing SAP functionalities and to discover new partner solutions. These efforts culminate in our annual Utilities sector event, where we showcase the latest SAP innovations and insights to our valued clients and partners.

Our mission is to deliver clear, successful outcomes by building solutions that are not only technologically advanced, but also deeply rooted in true business-driven innovation.

- TheValueChain has a proven track record in **SAP S/4HANA On-premise and Cloud** projects across organisations in the utilities sector, underscored by a robust portfolio of success stories and reference clients
- We excel in delivering **specialised utility solutions**, including seamless integrations with CRM and market interaction applications
- Together with our clients, we have been at the forefront of **S/4HANA adoption**, implementing and rolling out both public and private cloud solutions worldwide

Driven by innovation and industry expertise, we're uniquely positioned to guide utility organisations toward a future of growth and prosperity.

Are you ready to lead the charge with us?



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Customer story

How **fluxys** migrated to SAP S/4HANA

Fluxys, a multi-molecule infrastructure partner with a worldwide presence headquartered in Belgium, embarked on a significant transformation journey aimed at modernising its operations and preparing for future challenges. The company sought to transition from SAP ECC 6 to SAP S/4HANA, a move that involved over 750 end users and 45 interfaced solutions. TheValueChain became their partner of choice.

Challenge

In light of their SAP ECC environment facing the end of support by 2027, Fluxys acknowledged the need for a transition. Embracing SAP S/4HANA, they aimed to future-proof their operations, ensuring enhanced functionality and user-friendly features. This transition would empower Fluxys with streamlined operations, analytical insights, clearer reporting, and access to the latest innovations like AI and machine learning, ultimately benefiting key users and stakeholders alike.



Solution

The migration process was meticulously planned and executed in three key phases: sandbox migration, DEV-QUA-PRD migration, and subsequent improvements. Despite the complexity of the project, we were able to successfully deliver the entire migration on time and within budget, ensuring minimal disruption to its operations.

Throughout the project, Fluxys leveraged SAP Enable Now for training, engaging business stakeholders and end-users to ensure a smooth transition. By focusing on change management and collaboration, we prepared the Fluxys workforce for the technological advancements and process enhancements brought about by the migration.

“When it comes to the new FIORI interface, early adoption is key. Allowing ample acquisition time for users and demonstrating the benefits to key stakeholders are vital steps in the move to SAP S/4HANA.”

Stein Vanhove - Projectmanager TheValueChain

Result

The migration yielded visible benefits across the organisation, including more intuitive screens through FIORI, clearer reporting, improved performance, and enhanced application integration.

Through a comprehensive post-migration assessment involving consultants, ambassadors, and key users, Fluxys gained valuable insights into what would enhance user experiences, which allowed for the identification of quick wins and enhancement projects aimed at further optimising processes.





“Improvements involve finding the right balance between standard S/4HANA and custom solutions. It’s crucial to stay engaged with stakeholders and maintain a hands-on approach, which TheValueChain does very well.”

Rudy Putteman - Team Leader Fluxys

What’s next?

Looking ahead, Fluxys recognises that the migration to S/4HANA is just the beginning of its transformation journey. By continuously improving the user experience, enhancing business processes, and standardising operations, Fluxys aims to unlock the full potential of S/4HANA and drive efficiency across all departments.

[Watch the customer movie →](#)

Customer story

Eneco outsources its SAP service desk to TheValueChain



In 2019, Eneco decided to move all its European sites to SAP S/4HANA. Recognising the need for local expertise and operational support in Belgium, they turned to TheValueChain. Outsourcing the SAP service desk has afforded Eneco greater flexibility and significant cost savings, contributing to a more streamlined and effective end-to-end operation.

Challenge

The shift from fossil fuels to renewable energy is accelerating, with a growing emphasis on local production, storage, and consumption. For the relevant processes and IT systems used in energy companies, these changes can be significant.

As the third-largest energy supplier in Belgium, Eneco leads the sector in sustainability. To maintain that leading role in the energy transition, the company leverages customer data collected through digital meters and artificial intelligence to advise consumers and companies on optimal energy usage. This strategy requires substantial investments in IT applications and infrastructure, as well as a flexible and scalable internal organisation.

Two years ago, Eneco established a synergy track from the Netherlands for the entire group, which included the migration of SAP ERP to the cloud. In Belgium, Eneco is deploying its own SAP expertise on the MIG 6 project, a manual for the new generation of market processes. Consequently, the team is not always available for operational tasks, such as daily system monitoring or handling incidents and change requests.

Moreover, Eneco is now encountering competition from unexpected directions, with companies like KBC, bol.com, Decathlon, and Coolblue jumping into the energy market. This shift requires SAP to continuously demonstrate its value, ensuring constant high-quality results, with every expenditure carefully scrutinised.

Solution

Eneco decided to outsource these tasks, prioritising local expertise as a top requirement. Legislation and regulations have their impact on the SAP landscape and differ from country to country. The Belgian energy market is particularly complex because of all the regions, languages, regulators, and ministers with differing agendas. Additionally, flexibility was a crucial selection criterion, given that Eneco's business organisation requires a high degree of adaptability.

In May 2020, Eneco signed an SLA with TheValueChain for SAP Finance support, later extending it to include SAP IS-U in December 2020. TheValueChain replaced two freelancers with two dedicated consultants, working for Eneco at a fixed monthly cost (1.2 FTE). Eneco also benefited from additional service hours as needed, with TheValueChain's experienced consultants increasing service quality.





Result

TheValueChain operated with transparency; if the consultants worked fewer hours than planned, the invoice was adjusted accordingly. Additionally, not all inquiries submitted to the service desk required senior expertise, leading to a 20-25% reduction in operational support costs.

Local expertise was also crucial for the implementation of IS-U. Eneco Netherlands does not use IS-U, so there was no functional expertise within the group for this system. For this purpose, Eneco relied on TheValueChain. An SAP Solution Architect from TheValueChain advised and guided Eneco with extensive industry knowledge and was closely involved in negotiations with Eneco Netherlands and myBrand, the infrastructure and hosting partner.

Eneco's partnership with TheValueChain has been crucial in managing the transition to SAP S/4HANA and navigating the complexities of the Belgian energy market. Outsourcing the SAP service desk has provided greater flexibility, significant cost savings, and improved service quality, allowing Eneco to maintain its leadership in sustainability and adapt to the evolving energy landscape.

What will **SAP S/4HANA Utilities** bring you?

Simplifying market communication in utilities with SAP Market Process Management

Fluent and efficient market communication is essential for utility organisations. Yet, establishing the necessary processes has been challenging in this rapidly evolving sector. Until recently, utility companies had to come up with various complex and rigid workflows for data exchange. SAP Market Process Management, featuring the new high-performance Application Process Engine, offers a dynamic and adaptable solution to this problem.

Waarom blijft marktcommunicatie in de utilitysector vaak moeilijk?

- **Varying interpretations:** different interpretations by various market players
- **Limited testing:** insufficient testing time increases the likelihood of errors
- **Skilled resources:** difficulty in sourcing skilled workflow resources
- **Balance issues:** precarious balance between flexibility, automation, and complexity
- **Excessive business logic:** too much business logic embedded in market processes
- **Extended time-to-market:** long time required to launch products or services
- **High costs:** significant operational costs associated with these processes

Market communication without the hassle

Enter **SAP Market Process Management (MPM)**: an add-on to SAP S/4HANA Utilities powered by a new Application Process Engine (APE) and part of the SAP Utilities Core offering.

It enables users to:

- **Handle exceptions** in market communication with less effort
- Consistently model, run, and monitor all **processes within one framework**
- Smoothly **manage regulatory changes** thanks to process versioning
- **Manage master data exchanges** with other market participants

Additionally, the Application Process Engine features modern FIORI user interfaces and an advanced ABAP programming model. It allows for enhanced process modelling thanks to easily adjustable template processes and a Business Object Data Model for flexible integration and unified data access.

APE also offers extended flexibility with its clear and explicit enhancement concept and its powerful framework for test cases. Plus, SAP MPM draws on the insights from over 120 international customer projects, ensuring it meets the real-world needs of utilities.

Want to find out how SAP Market Process Management can optimise market communication in your organisation? **Get in touch with our MPM utilities expert!**



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SAP BRIM

your gateway to convergent invoicing

Utility companies face complex billing challenges beyond metered utilities like gas, water, and electricity. Additional charges, including transmission and distribution costs, taxes, fees, and government subsidies, are also part of the billing equation. As your organisation expands its offerings with maintenance contracts and rentals for home batteries, EV chargers, and solar panels, SAP Billing and Revenue Innovation Management (BRIM) simplifies the integration of these fees into a single monthly invoice.

Traditionally, non-commodity billing and invoicing require complex and manual processes, leading to inefficiencies and error susceptibility. Common solutions include:

- The SAP Sales & Distribution component, which facilitates non-commodity invoicing but necessitates an SD customer, while struggling with integration into SAP IS-U Invoicing;
- A 'dummy' utility contract to simulate recurring billing plans. This requires duplicating master data, setting up utility contract management, and creating specific billing rates;
- External applications or manually posts in Financial Accounting (FI).

Not only are these solutions time-consuming and prone to errors, they also provide limited visibility.

Optimising process design, sales, billing and reporting with SAP BRIM

SAP Billing and Revenue Innovation Management (BRIM) is a modular solution that is part of the SAP Utilities Core offering. It makes the previous methods a thing of the past and drastically improves non-commodity invoicing..

- **Subscription order management** to manage product catalogues, services, and physical goods
- **Convergent charging** to rate consumption items with prices
- **Convergent invoicing** to bill incoming items from external interfaces, programs, convergent charging, billing plans, etc
- **Integration with Contract Accounts Receivable & Payable** making it easy to implement with IS-U Invoicing and other industries

SAP BRIM offers a flexible and modular solution that allows users to activate required components per billable item. It features enhanced customisation tools for managing incoming billable items, such as grouping, selection variants, clarification worklists, duplicate checks, processing rules, field derivation, source item management, and flexible integration with IS-U Invoicing.



Looking for a powerful solution
for non-commodity invoicing?

BRIM's capabilities extend beyond mere operational improvements, simplifying billing with its convergent invoicing feature, which consolidates all charges into a single invoice for clarity and ease of understanding. This integration improves transparency and customer satisfaction by offering detailed financial communication. Ultimately, BRIM enables utilities and other industries to manage their billing more efficiently, ensuring accuracy and consistency across all customer interactions.

[Read more](#) about how BRIM can streamline your billing operations in our expert blog.

Or reach out to our expert for an in-depth demo.



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The power of embedded analytics

With a keen awareness of the critical role that embedded analytics play in enabling real-time insights within operational systems, Bmatix and TheValueChain (TVC) have launched GO.BEYOND™ Analytics. This transformative solution enriches the SAP S/4HANA platform, providing organisations with the ability to make informed decisions through deeply integrated, immediate data analysis.

What is GO.BEYOND™

Analytics?

GO.BEYOND™ Analytics leverages the SAP S/4HANA platform to create a dynamic virtual data warehouse that harnesses Core Data Services (CDS), Embedded BW, and ABAP programming, all within a designated SAP Namespace. The application allows for real-time data processing from the HANA database, facilitating instant access to insights across a range of business operations, including sales and finance.

Essentially, GO.BEYOND™ Analytics is your partner in transforming data into actionable insights for informed decisions that drive your growth and enhance your operational efficiency.



Benefits of

this solution

1. **Speed up your internal learning:** our role-based approach empowers your business analysts to effectively use their data for process improvement, with standard reports and pre-calculated KPIs to speed up business monitoring
2. **Use information, not data:** get instant information access without navigating SAP's data storage complexities, thanks to our smart information models that simplify everything from currency conversion to unit translation
3. **Benefit from our wholesale content:** utilise role-based reporting for key business areas like purchasing, stock, sales, and finance, available through SAP S/4HANA, SAP Analytics Cloud, and Analysis for Office
4. **Speed up your time-to-market:** benefit from our real-time solution that does not require a complex data warehouse—prioritising efficient implementation and change management over technical challenges
5. **Reduce your IT costs:** eliminate the need for additional data warehouses and reduce time spent on monitoring and troubleshooting with our secure, real-time SAP HANA-based architecture

The time to unleash the true power of your data has arrived. Our GO.BEYOND™ Analytics application offers a comprehensive, ready-to-use solution that enhances S/4HANA's capabilities, accelerating your path to data-driven decision making.

[More info on this solution →](#)

SAP BTP

Just as a sturdy house requires a solid foundation to withstand the test of time, modern businesses must rely on a resilient digital platform to navigate the complexities of today's fast-paced landscape. **SAP Business Technology Platform (BTP)** offers a robust, scalable foundation that integrates digital tools from across your organisation into a cohesive framework. By consolidating data and applications, SAP BTP not only facilitates seamless operations and automation but also empowers your business with cutting-edge analytics and artificial intelligence capabilities.

[Discover our SAP BTP e-book →](#)

How can SAP BTP help you?

Looking for a way to integrate all the digital tools used throughout your organisation? Get to know the **SAP Business Technology Platform**. An open platform that unifies data, application development, automation, planning and artificial intelligence to accelerate your business.

[Discover our SAP BTP e-book →](#)

Seamless integration with SAP BTP

The transformative potential of SAP BTP can significantly enhance operational excellence and innovation. To effectively leverage this platform, addressing the intricacies of integration is essential. TheValueChain stands ready as your trusted partner, offering deep expertise and extensive experience to guide you through a customised SAP BTP integration that meets your specific needs and requirements.

Integration is more than just connecting interfaces; it's about fostering agility, enhancing processes, and driving innovation. Today, integration solutions play a pivotal role in supporting businesses as architectures evolve rapidly.

Process automation with SAP Build

SAP Build represents a leap forward in process automation, providing a versatile toolkit that revolutionises the way businesses integrate systems, automate workflows, and enhance process efficiency. With our process automation solutions, we've tailored SAP Build's capabilities to specifically address the needs of streamlined sales processing.

What is SAP Build?

SAP Build is a pivotal part of the SAP Business Technology Platform, crafted to streamline process automation within your organisation. With hundreds of pre-built processes and out-of-the-box automations, it enables both technical and non-technical users to automate complex workflows through a simplified, drag-and-drop interface.

Let us highlight one of our key process automation offerings: the **Sales Order Creation Solution**. Our Sales Order Creation Solution is a seamless and robust solution designed to streamline and automate the entire order management process.

Hyperautomation

TheValueChain's expertise in hyperautomation revolutionises business operations through intelligent automation and agile system management. Equipped with advanced smart workflows, RPA bots, and AI applications, we're set on optimising processes in sectors ranging from wholesale to utilities. Our seasoned consultants focus on reducing your SAP TCO by automating critical operations, seamlessly integrating third-party solutions, and enhancing operational efficiency to create a unified technological ecosystem for your business.

[Want to learn more? Check the SAP Store →](#)

How can you enhance your customer experience?

Maximise business growth with SAP Sales and Service Cloud

Navigating customer relationships and sales processes effectively requires a strategic approach, deep insights, and a strong grasp of business and interpersonal dynamics. SAP Sales and Service Cloud stands out as a comprehensive solution designed to address these challenges. It offers powerful tools like CRM and CPQ that transform the way your organisation manages customer interactions and streamlines sales operations.

CRM and CPQ for sales success

Sales comes with its own set of challenges, such as predicting market trends, aligning strategic goals, and managing accurate data. SAP Sales Cloud, a cloud-based CRM solution, coupled with CPQ (Configure, Price, Quote), significantly alleviates common concerns in managing customer relationships and optimising sales processes.

It serves as a central database that stores all relevant customer information, from contact details and purchase history to communications and preferences. SAP Sales Cloud offers advanced tools for organising, analysing, and utilising this data to streamline both the sales and quoting processes, ensuring efficiency from lead generation to final transactions.



Key benefits of SAP Sales Cloud

01

360-degree customer view:

SAP Sales Cloud collects and analyses comprehensive customer data, providing your sales team with deep insights into customer behaviour, preferences, and needs. This enables more personalised interactions and increases customer satisfaction.

02

Efficient lead-to-cash process:

By automating and streamlining the entire sales process from lead generation to final payment, SAP Sales Cloud shortens the sales cycle and improves operational efficiency.

03

Integrated systems:

SAP Sales Cloud seamlessly integrates within an existing SAP ecosystem, ensuring real-time synchronisation of customer data across the company.

04

Scalability:

As a cloud-based solution, SAP Sales Cloud can easily scale to meet the growing needs of your business without significant additional investments in IT infrastructure.

05

Enhanced collaboration:

SAP Sales Cloud fosters collaboration among various departments within your company, streamlining information and communication between sales, marketing, and support to boost operational efficiency.

06

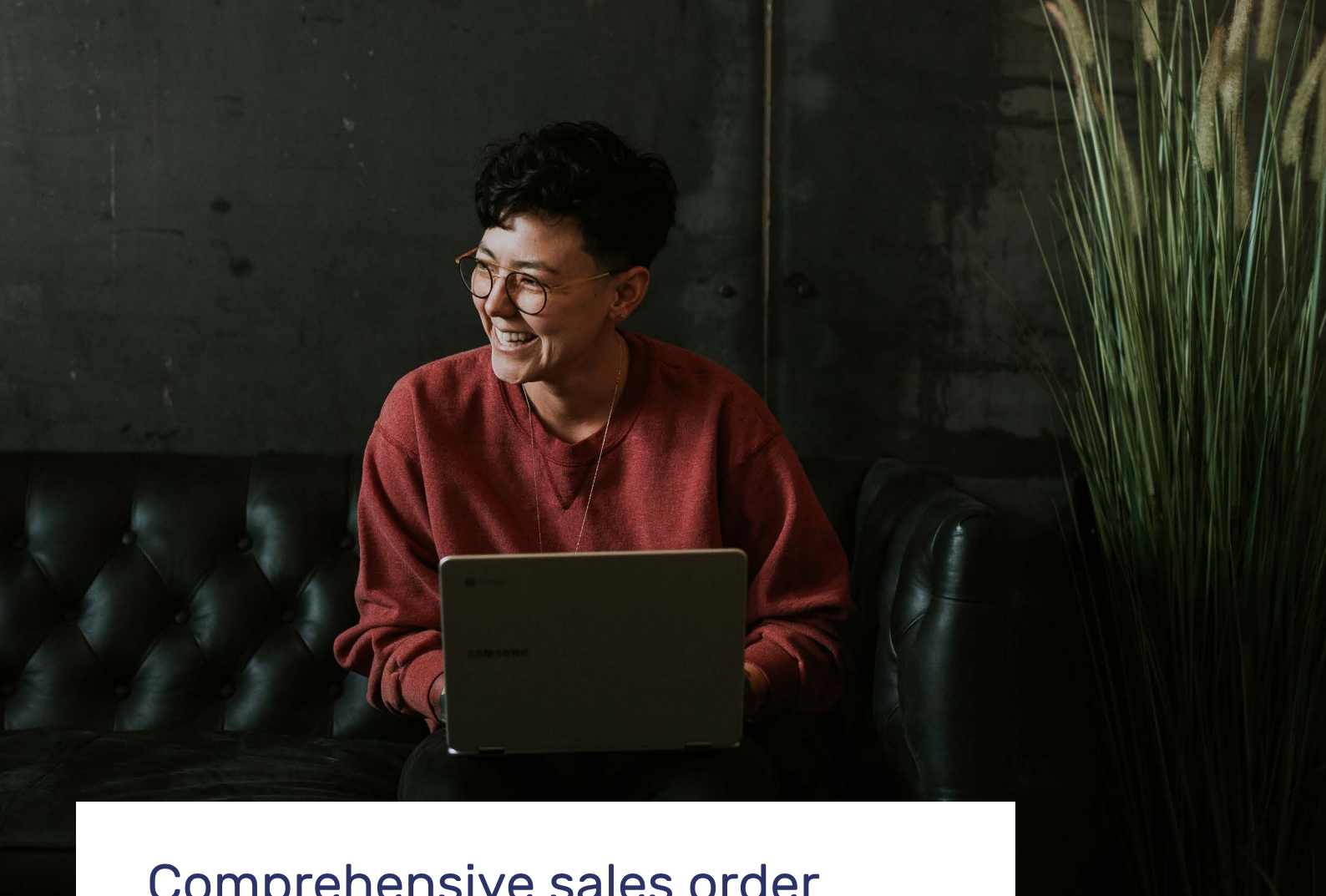
Real-time reporting and analytics:

With powerful reporting and analysis tools, SAP Sales Cloud provides real-time insights into sales performance, trends, and opportunities, forming a solid foundation for strategic decisions based on accurate data.

07

Compliance and security:

SAP Sales Cloud adheres to the highest standards of data security and privacy, ensuring that customer data is safely stored and processed in compliance with regulatory requirements.



Comprehensive sales order creation in SAP S/4HANA

- **Product bundles:** handling a variety of products within a single contract
- **Utilities Sales Contract Management:** utilising S/4HANA for detailed contract and billing master data management, adapted to utilities market scenarios
- **Logistics integration:** incorporating service orders and Field Service Management (FSM) into the logistics workflow
- **Billing coordination:** managing billing through convergent invoicing and partner agreements, ensuring seamless financial operations
- **Variant configuration:** introducing a flexible approach, allowing for the application-led creation of custom configurations. This adaptability is further enhanced with CPQ, streamlining how sales orders are introduced into the system

Why CPQ?

CPQ, or **Configure, Price, Quote**, is a powerful end-to-end tool designed to streamline the sales process.

Configure

Configure allows for easy selection and customisation of products according to customer needs. It offers a detailed catalogue, guided selling features, and visual configurations, supported by underlying configuration rules. This capability is complemented by a wealth of options for product bundling and combinations, making it adaptable to various sales scenarios.

Price

Price ensures that competitive and strategic pricing strategies are maintained. It harmonises pricing consistency across channels, eliminates errors, and safeguards margins through advanced pricing models, discount management, and AI-enhanced margin protection.

Quote

Quote streamlines the final step in the sales process by standardising quote creation across different channels, reducing the sales cycle and simplifying quote maintenance. With seamless ERP system integration, it facilitates a smooth transition from quote to order fulfilment.

Notably, utilising all three CPQ components isn't mandatory, providing flexibility in application. CPQ caters to more than just configurable products; it efficiently handles bundles, catalogue products, and combinations, with or without integrated system support.

[Discover our e-book on SAP Sales Cloud and CPQ →](#)

Enhancing customer service with SAP Service Cloud

SAP Service Cloud is a SaaS-platform designed to enhance customer service by enabling personalisation and boosting operational efficiency. It streamlines the management of customer interactions across multiple channels, serving as a central hub that effectively tracks and manages all customer communications.

SAP Service Cloud excels at delivering a comprehensive overview of customer activities, equipping service agents with essential insights and data instantly. It integrates past customer interactions, current engagements, and future needs, enabling agents to provide a highly personalised service experience. Moreover, the platform's robust automation capabilities minimise manual tasks in query handling and data management, significantly speeding up response times and increasing the precision of services offered.

Key benefits of SAP Service Cloud

01

Omnichannel integration:

Consolidates communications from various channels into a single platform, providing a unified customer experience.

02

Comprehensive customer insights:

Offers service agents a 360° view of each customer, enabling more informed and personalised interactions.

03

Intelligent guidance:

Supports agents with automated suggestions for next steps, access to relevant knowledge articles, and insights from similar past cases.

04

Seamless system integration:

Natively integrates with essential SAP solutions such as S/4HANA, Sales Cloud, and Field Service Management, enhancing overall service efficiency.

05

Efficient implementation:

Features over 70 standard integrations with SAP IS-U in the Service Cloud Utilities add-on, facilitating swift and straight-forward setup without the lengthy processes typical of other systems

We lead the way in customer experience

TheValueChain stands at the forefront of customer experience innovation. With over 100 dedicated CX-consultants, we boast the largest such team in Belgium, delivering projects across five countries (Benelux, France and Switzerland). Our specialised solutions include a Partner Portal, Commerce Value Pack, Configurator Portal, and Sales & Service Cloud Jumpstart Package—all meticulously designed to transform and improve how your business interacts with customers.

Contact us to learn more and see how TheValueChain can help you transform your business with SAP Sales and Service Cloud.



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SAP FSM: accelerating operations where it matters

Utility companies often grapple with the complexities of coordinating field operations, from scheduling technicians to managing service tasks. Adopting a field service management (FSM) system can be a game-changer, offering utility-specific tools that enhance the allocation and tracking of field activities in real-time.

What is SAP Field Service Management?

SAP Field Service Management (FSM) is a robust SAP solution designed to streamline scheduling and execution of workforce operations through an easy-to-use interface. It can operate as a standalone system or integrate seamlessly into a comprehensive service management process with SAP S/4HANA, SAP ECC, or SAP Service Cloud. Its flexible design allows for implementation based on a use case approach, ensuring a quick time to market.

FSM has two main functions: **scheduling** and **execution**.

Scheduling

FSM provides the flexibility to manually, semi-automatically, or fully automatically schedule interventions. Thanks to AI integration, the system can help assist in planning and dispatching technicians based on skills, location, and availability. It can also automate the process entirely.

The solution also supports self-service functionalities, so that clients can schedule interventions themselves via an integrated portal.

Execution

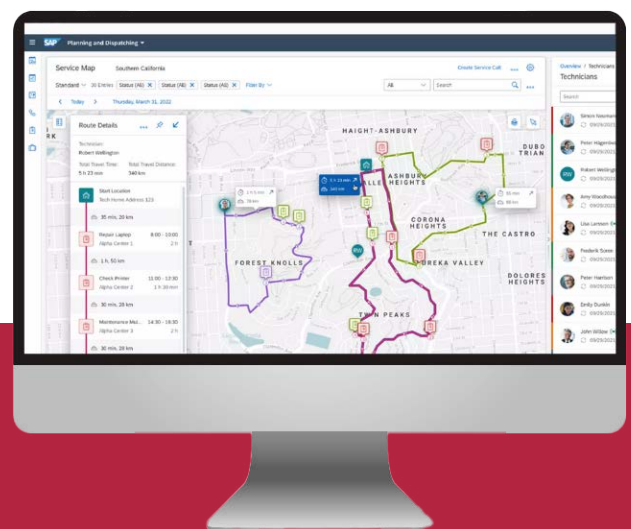
Technicians receive detailed information on the interventions assigned to them through a user-friendly mobile interface. This includes their schedule, optimal

driving directions, a list of necessary tools and spare parts, checklists, and access to knowledge articles and guided procedures.

Additionally, FSM facilitates the tracking of mileage, time, and materials, streamlining the invoicing process and enabling the creation of customer reports.

Accelerate your field service

SAP Field Service Management elevates your field service workflows and customer satisfaction from start to finish. Mobile convenience makes following up on interventions, reporting, invoicing, and materials easier than ever. The system effortlessly handles vast data modules, integrates seamlessly with other SAP solutions, and promises a fast time to market.



Curious to experience the benefits of FSM yourself? **Request a proof of concept tailored to your needs!**

SAP SSAM

Game changer in utility asset management

Where SAP Field Service Management excels in the coordination of field activities and workforce scheduling, SAP Service and Asset Manager (SSAM) expands this scope, catering to broader needs in service operations and asset management. From proactive maintenance planning to real-time monitoring of asset health, it maximises asset value and drives operational excellence, elevating your utility operations to new heights, one asset at a time.

Utility companies face numerous challenges in managing their operations effectively. One of the primary challenges is ensuring the reliability and uptime of critical assets while minimising downtime and maintenance costs. With aging infrastructure and increasing regulatory pressures, utilities must find innovative ways to maintain asset health and compliance.

What is SAP Service and Asset Manager?

SAP Service and Asset Manager (SSAM) is an integrated software solution designed to streamline service management and asset lifecycle processes for your company. Built on the foundation of SAP's industry-leading ERP technology, SSAM provides a unified platform for executing service activities while effectively managing the lifecycle of critical assets.

Key benefits of SAP SSAM

01

Service execution:

SSAM allows you to efficiently execute service activities, such as preventive maintenance, inspections, and repairs by offering real-time visibility into field operations to optimise service delivery and response times.

02

Mobility and field enablement:

SSAM empowers your field technicians with mobile capabilities, allowing them to access work orders, asset information, and relevant documentation directly from their mobile device(s), thus reducing downtime and improving service quality.

03

Integration with SAP ERP:

SSAM integrates seamlessly with your existing ERP system like SAP S/4HANA or SAP ECC, providing a single source of truth for service and asset-related data and enabling end-to-end business processes, from service request management to financial accounting.

SAP Service and Asset Manager provides utility organisations with a comprehensive solution to tackle the challenges of managing service operations and asset lifecycles. With SSAM's advanced capabilities, you can leverage real-time insights to empower your mobile workforce and ensure compliance with regulatory standards. Ready to take full control of your assets? **Take the next step with SAP SSAM today!**



SAP HXM

Elevate your workforce beyond standard HR practices

To drive operational excellence, companies must rely on a capable and efficient workforce. Human Experience Management (HXM) is a transformative approach that goes beyond traditional HR practices to create environments where growth, engagement, and performance thrive. As a utility company, leveraging SAP HXM can empower your workforce to adapt to industry changes seamlessly, ensuring sustained success and resilience in an ever-competitive sector.

What is HXM?

Human Experience Management (HXM) is essential for businesses aiming to elevate HR beyond its traditional boundaries. HXM approaches HR as an integral service organisation—a fundamental shift that broadens the scope of HR’s impact from pushing papers to a pivotal element in strategic business execution.

By focusing on the holistic employee experience, HXM fosters a culture of engagement, empowerment, and continuous improvement. This means personalised interactions, intuitive interfaces, and streamlined processes that enable employees to thrive and contribute meaningfully to your organisation’s success.

How can SAP add value to your HXM?

As an industry-leader, SAP provides the foundation for breaking down the silos between HR and other business operations, going beyond mere data integration:

01

Company-wide analytics:

Smarter decisions with AI-driven insights and advanced modelling

04

Full end-to-end view:

Maximised business performance by aligning people strategy with operations and finance

02

Common data foundation:

Faster decisions based on live trusted data

05

Intelligent technologies:

Faster innovation and adoption of AI, RPA, IoT, and machine learning

03

Unified integration:

Connected processes and experiences through pre-packaged SAP-to-SAP managed content

06

Openness and modularity:

Flexible core extensions, partner sourced apps, and agile development

The impact of SAP SuccessFactors

HXM in SAP is leveraged through the SuccessFactors platform. With **SAP SuccessFactors' HXM Suite**, you can put your people at the centre of everything—creating AI-powered experiences that drive real competitive advantage. HXM Suite centralises and enhances HR functions by integrating core HR, payroll, talent management, and advanced analytics into a seamless, AI-enhanced system. It stands out for its intuitive user experience, comprehensive coverage, cross-enterprise insights, and rapid innovation.

The best part? You can start at any point in your digital transformation, no matter the size or budget of your organisation.

Discover our HXM product portfolio

TheValueChain offers a wide range of custom add-ons for SAP SuccessFactors, designed to enhance your HXM experience. These include, among others, an **Expense & Travel Manager**, an **Employee Experience Portal**, a **Ticketing Manager**, **HR Analytics**, as well as our flagship **Document Manager & Digital Personnel File**.

Each add-on is specifically developed to seamlessly integrate with SAP SuccessFactors, providing tailored solutions in a familiar and robust framework, resulting in a lower TCO, faster time-to-market and access to the latest innovations in SAP and HXM.

Want to learn more on how to integrate HXM into your organisation and unlock the full potential of your workforce? **Talk to one of our HXM experts today!**



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Let's get in touch.

Interested in discovering how our utilities expertise can drive tangible results for your organisation? Get in touch with us today and let us help you unlock the full potential of your business.

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