

BUSINESS PROCESSES IN SAP FOR UTILITIES

- Overview
 - CR&B application components
 - Integration of CR&B with standard SAP ERP system
 - Integration of CR&B with standard SAP CRM system
- Execution of the most important business processes:
 - Customer information
 - Customer information with IC Web Client
 - Master data
 - Move-in/out handling
 - Device maintenance
 - Meter reading
 - Billing and invoicing
 - Energy data management
 - Intercompany data exchange
 - Contract accounts receivable and payable