

multisoft



SAP IS-Utilities (IS-U)

Course Content



www.multisoftsystems.com

SAP IS-Utilities (IS-U) - Course Content

1. Introduction to SAP IS-U on HANA

- Role of IS-U in utility sector (electricity, water, gas, waste, telecom)
- S/4HANA architecture overview and IS-U compatibility
- Fiori launchpad navigation and user interface for utilities
- End-to-end meter-to-cash process in S/4HANA

2. Master Data in IS-U (HANA)

- Business Partner approach in S/4HANA (BP as central master data object)
- Premise, connection object, and installation structure
- Device management and technical master data setup
- Data consistency, replication, and integration

3. Device Management & Meter Reading

- Device lifecycle in S/4HANA (installation, replacement, removal)
- Smart meters and AMI integration capabilities
- Meter reading order generation and scheduling
- Handling estimated, actual, and interval data readings

4. Billing & Invoicing in S/4HANA

- Billing process flow in IS-U on HANA
- Tariff structure, schema, and rate determination
- Billing order execution and invoice creation
- Invoice correction, bill cancellation, and Fiori-based bill display
- Performance benefits of HANA for mass billing runs

5. Contract Accounts Receivable & Payable (FI-CA)

- Introduction to FI-CA in S/4HANA
- Posting, clearing, and account maintenance
- Payment processing and bank integration
- Dunning, collections, write-offs, and refunds
- Analytical dashboards using HANA reporting

6. Customer Service Management (CSM)

- Customer Interaction Center in Fiori
- Service requests and notifications in S/4HANA
- Move-in, move-out, and contract transfer processes
- Customer self-service and digital channels integration

7. Energy Data Management (EDM) & Smart Grids

- Overview of EDM in S/4HANA
- Load profile management, interval data, and settlement
- HANA capabilities for large data volumes
- Integration with renewable energy and smart grid systems

8. Integration with Other SAP Modules

- IS-U integration with FI/CO, SD, MM, CRM, and SAP S/4HANA Utilities
- Web services and external system interfaces
- SAP Fiori apps for cross-module processes

9. Reporting & Analytics

- Embedded analytics in S/4HANA for IS-U
- Operational dashboards and KPIs for utilities
- Exception handling and monitoring in real-time