Streamlining Utilities with System Integration

SAP CIS enables a California utility to effectively manage operations

Utilities

System Integration

SAP & CIS

TSG MANAGED SOLUTIONS

BACKSTORY

Utilities, operating in a data-driven industry, handle vast amounts of customer data and historical records. Modernized Customer Information Systems (CIS) enable utilities to automate manual processes, integrate with other systems, and improve operational efficiency. TSG was engaged by a major California utility facing challenges with an outdated, homegrown CIS and numerous unintegrated systems. As the client's system became harder to update and maintain, they turned to TSG for assistance in technical solutions architecture, system integration, and legacy system evaluation, paving the way for the implementation of an advanced SAP system with enhanced functionality.

SOLUTION

Recognizing the importance of thorough preparation when collaborating with system integrators for CIS applications, TSG undertook a comprehensive evaluation of various systems, such as the workforce management dispatch system, data lakes, and data warehouses. Their assessment aimed to identify systems to be integrated, modernized, or phased out. Through meticulous surveying, documentation, and cross-functional collaboration with the client's SME's, TSG gathered detailed requirements essential for determining the system integrator's scope of work in preparing for a new, contemporary SAP system.

Solution Development

TSG partnered to build a custom CIS integration plan based on the client's unique business requirements, timeline, and an intimate knowledge of the client's legacy systems.

Building & Scaling Teams

TSG built a team of business leaders and SAP CIS experts, providing valuable support while empowering the client to adopt a hands-off approach.

Service Delivery

TSG remains committed to supporting the client's ongoing project by providing continuous preparation and assistance for their legacy systems leading up to the CIS replacement.

--- **Project Outcomes** ---

TSG helped successfully determine the detailed requirements and level of effort for over 50 legacy systems in order to integrate, modernize or decommission them.

Through helping implement a more user-friendly, improved CIS functionality, the client achieved better alignment with their enterprise-wide technology strategy, architecture, and roadmap.

TSG aided the client in minimizing their technical debt, empowering the utility to make data-driven decisions and enhance energy efficiency initiatives.