

## Solution Overview - **UtiLitics® SAP Enterprise Preference Management Tool**



### **Existing Customer Preference Center solutions struggle to meet the Utilities' Preference Management requirements. Here's why.**

- Currently available third-party solutions sit outside of SAP. Since they aren't co-located, they can't easily integrate with the SAP Data Model and related processes such as:
  - Customer master and communication data.
  - Contracts and contract accounts data.
  - SAP transactions like Move Out, Dunning, Remote Disconnection.
  - Giving consent to "relationship partners" for access to specific accounts.
- Replication of this master and transactional data to the third-party solution involves heavy integration effort and costs.

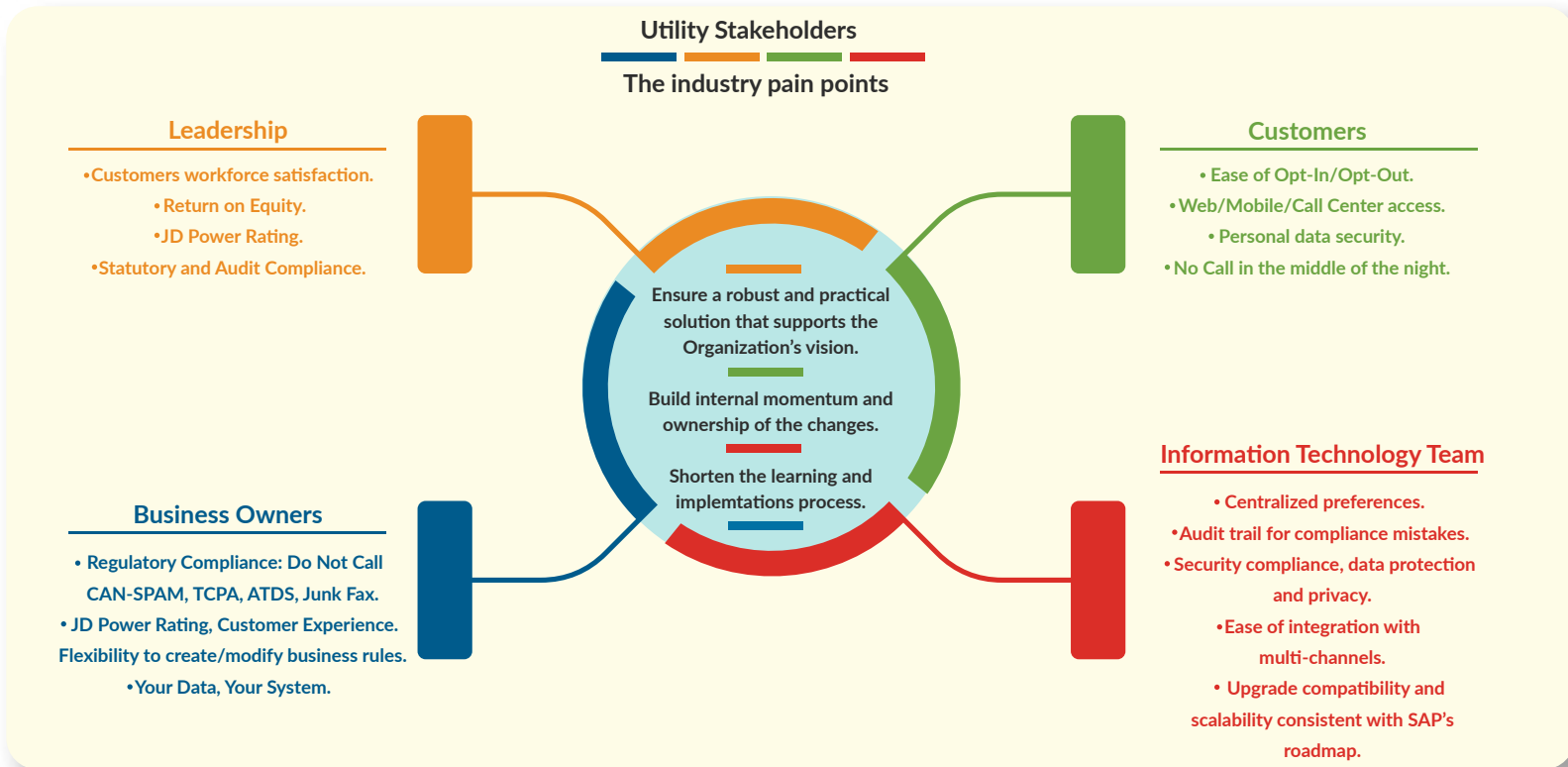
### **Enterprise Preference Management (Customer / Employees)**

UtiLitics® by uPrefer, is an SAP Premium Certified for CVA (Code Vulnerability Analysis), rapidly deployable, low-cost, and scalable solution built on the current SAP framework, making UtiLitics® an integral part of SAP for Utilities. UtiLitics® eliminates the need for expensive third-party software and integration. UtiLitics® enables companies to effectively communicate with their customers, thereby increasing customer satisfaction. This, while improving sales and marketing campaign results and, ultimately improving the bottom line.

UtiLitics® helps Utilities establish a preference center for all stakeholders, employees and other third-party partners.

## Key Concerns of the Utility's Stakeholders

UtiLitics® was developed with the requirements of all stakeholders in mind – Service Representatives, IT, Business Leaders, and most importantly the Customer. Long standing issues have been identified and addressed in a comprehensive, cost effective and rapidly deployed solution.



### Contact M10TEK Today!

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