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WaterPack 2.0

an atos business

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WaterPack 2.0

Sustainability. Reliability. Flexibility.

The global water industry is one of the most important and complex industries, expected to grow from \$529.5 billion in 2021 to over \$710 billion in 2025. Water and sewerage services are essential for the world's population, with a significant impact on the agricultural and industrial sectors.

Public water service companies face unprecedented challenges: financial and regulatory obligations, reliability in the water cycle processes and interaction with subscribers and other agents involved.

Now is the time to embark on a digital journey to become a data-driven, intelligent water enterprise that improves infrastructure resilience and preparedness for emergencies, water supply, pollution challenges, fluctuations and population growth, and achieve sustainable management.

WaterPack 2.0 is the evolution adapted to SAP S/4HANA of the solution developed by Eviden more than 20 years ago.

WaterPack 2.0 uses Embedded Analytics and SAP Fiori to improve end-to-end business performance, visibility into results, and the generation of actionable and quickly usable information for decision-making.

Technical optimization improves the performance of reading, calculation and billing business processes, essential in water companies.



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Simplification. Innovation. Performance.

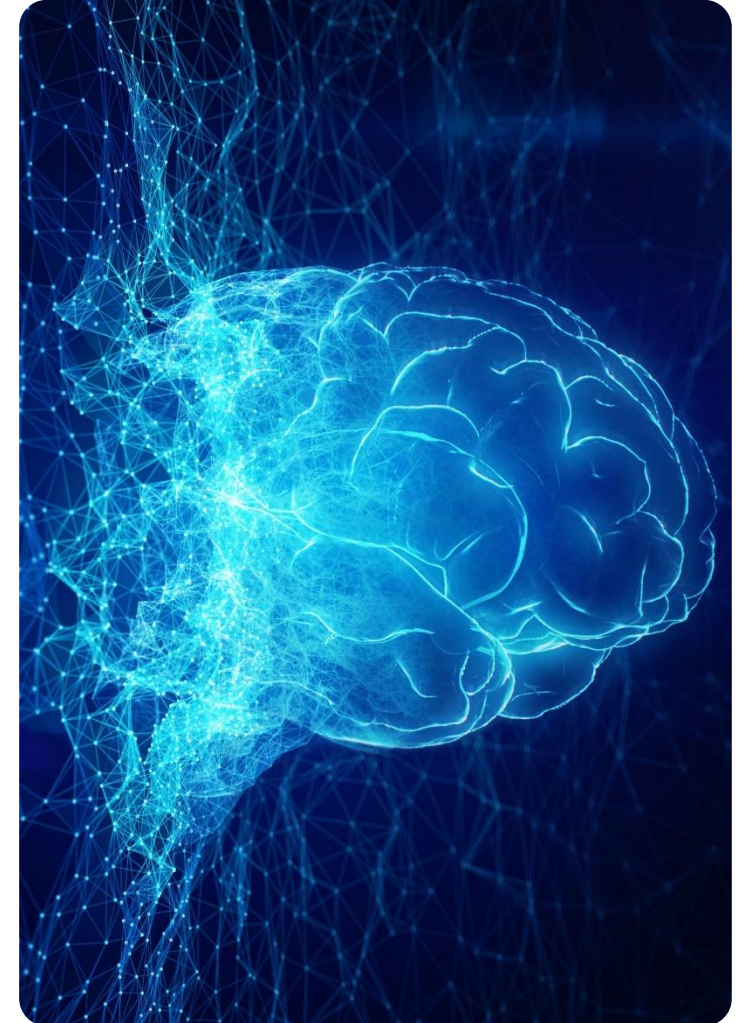
WaterPack 2.0 is the best preconfigured water business process platform based on SAP S/4HANA. It enables convenient and simplified user experiences, business process innovation, empowerment and use of next-generation digital capabilities, and third-party cloud integration.

WaterPack 2.0 is the key strategic enabler to unlock new business models, facilitate the participation of the client and the rest of the agents involved, and turn the opportunities and requirements identified by the sector into reality.

A simplified application architecture and real-time access to easier-to-consume and cleaner data is required to shifting from transactional to data-driven and outcome-oriented decision making and business process execution.

WaterPack 2.0 offers capabilities and processes based on real employee and customer experiences that remain relevant over time. The convergence of OT and IT is the foundation to become an innovative water company. This requires a holistic approach that manages digital security, self-optimizing infrastructures, adaptive applications, and flexible solutions for each workplace.

Predictive maintenance and next-generation management of connected assets allow you to move from schedule-based maintenance to condition-based maintenance that improves confidence in the service provided and controls operating costs.



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Remaining sustainably relevant and profitable

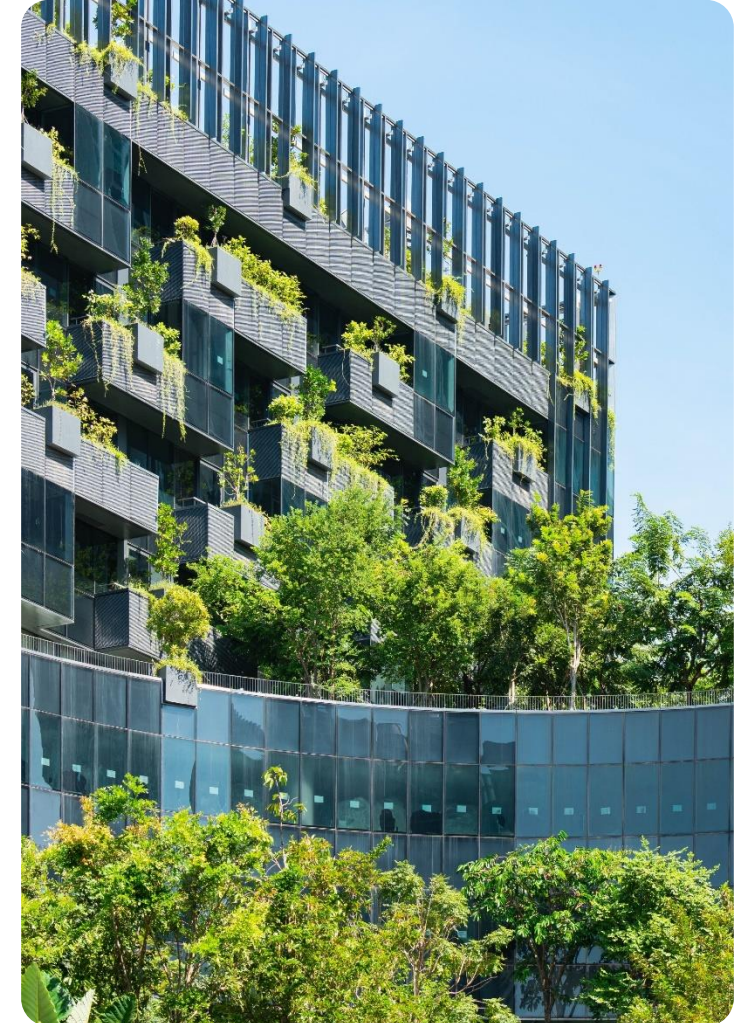
Water utilities must constantly implement new, innovative technologies to improve the performance of the water supply chain, the water system and increasingly demanding prosumer relationships. So how can forward-thinking water utilities stand out from the competition and deliver a service and value that prosumers expect all at a fair rate?

WaterPack 2.0 built on SAP S/4HANA for Utilities provides water utilities with a proven digital transformation platform to improve all aspects of managing and operating the entire water supply chain. Born in the early 2000s, WaterPack 2.0 constantly evolves through the adoption of emerging best-in-class business processes and new SAP technology solutions.

This new version incorporates the new embedded CRM in SAP S/4HANA and improves the user experience using SAP Fiori across all functional areas.

WaterPack 2.0 is a preconfigured, industry-leading business process templates that provides a flexible and fully integrated foundation for water utilities' financial, operational and customer facing processes.

With over 2,000 utility specific functions, more than 250 business processes and in excess of 1,500 test use cases, WaterPack 2.0 is the digital framework for water utilities that enables clear competitive differentiation and adds value to prosumer relationships by driving increased loyalty and deeper engagement.



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Solving the needs of the sector

Improved prosumer experience. The hallmarks of every successful prosumer relationship are personalized service, value, and cost. WaterPack 2.0 enables a 360° prosumer view that makes prosumers feel valued, informed and rewarded at every stage of the relationship.

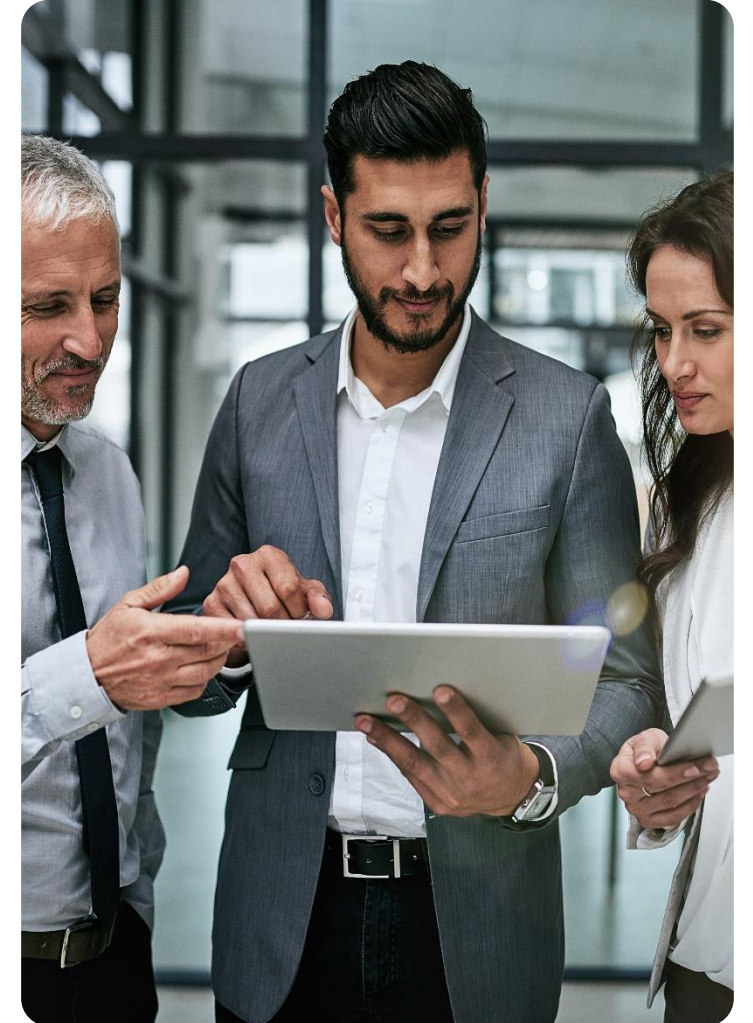
- Instant data aggregation to deliver comprehensive 360° prosumer perspectives.
- Deeper prosumer insights through embedded machine learning and artificial intelligence.
- Dashboards that give prosumers control over their consumption and drive efficient habits.

Improved Meter-to-cash and billing. WaterPack 2.0 built on S/4HANA for Utilities enables unparalleled optimizations of data-rich functions such as meter-to-cash, billing, water supply chain forecasting, monitoring and operations.

- Significantly shortened meter data processing (UBIP – Upload, Billing, Invoicing & Printing) cycles including advanced Validation, Estimation & Editing (VEE)
- Ability to quickly adapt to changing market conditions and regulations.
- Increased flexibility for highly customized service offerings, rate structures & rates

Operational excellence. Leveraging embedded machine learning and artificial intelligence solutions, water utilities can modernize their customer interaction center, asset management, maintenance, and field service management.

- Transform Service Center to an Advisory Center with multi-channel agents to optimize customer engagement and significantly lower cost.
- Next generation enterprise asset management with proactive, predictive, and prescriptive capabilities including Digital Twinning that improve asset utilization.
- Single database and highly simplified and optimized data model supporting all front office and back office processes without the need for integration or replication.



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Our approach

Leveraging the Eviden Digital Utility Framework, water utilities can quickly complete an end-to-end mapping of current business functions and business capabilities required in the future. This business case driven analysis defines the optimal roadmap for a WaterPack 2.0 driven digital transformation project.

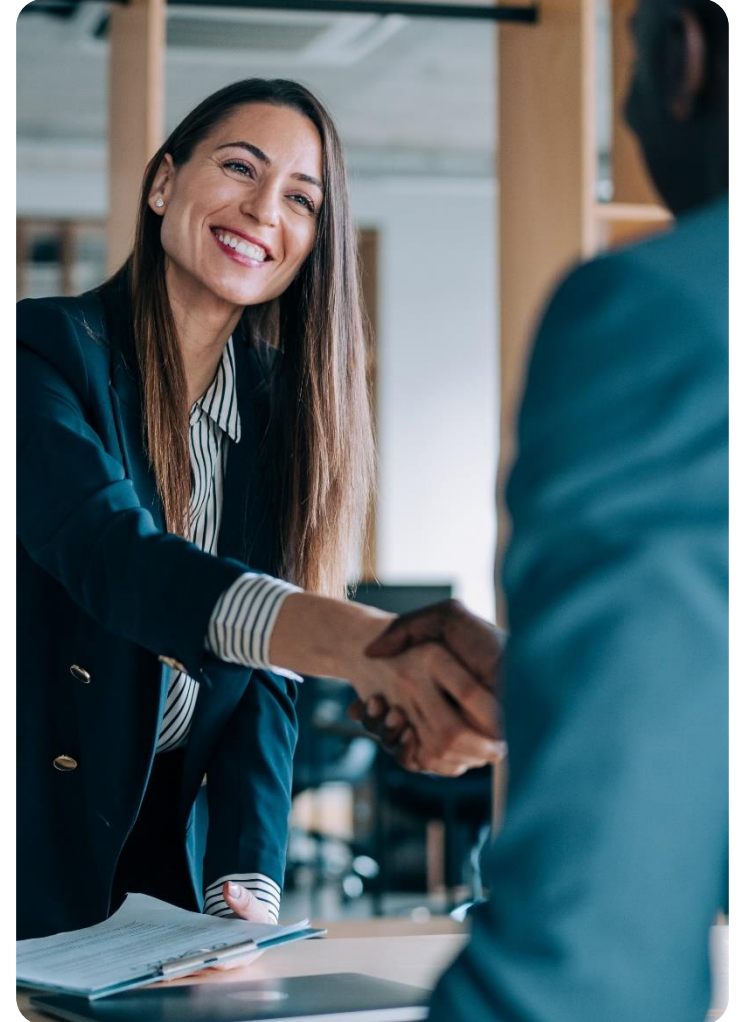
The WaterPack 2.0 Utilities Business Process Master List (BPML) and associated accelerators enable water utilities to quickly assess the business value of process simplification, automation, and innovation. Eviden developed hyper-automation of previously loosely coupled transactions now seamlessly span front office and back-office actions required to provide a higher quality service and prosumer experience at significantly lowered cost.

Customer-specific implementation and upgrade roadmaps, implementation timelines and cost can be significantly shortened by leveraging WaterPack 2.0 in its entirety or by integrating specific components into existing client solutions.

Water Utilities can implement this next generation digital transformation platform in private, public or hybrid cloud scenarios to optimize flexibility, adaptability, and cost effectiveness.

Eviden consistently receives the highest customer satisfaction scores for our unrelenting commitment to excellence and customer service. Our long-standing relationships with leading global energy, water, gas and integrated utilities is a testament to how Eviden supports our clients' sustainable high-performance and success.

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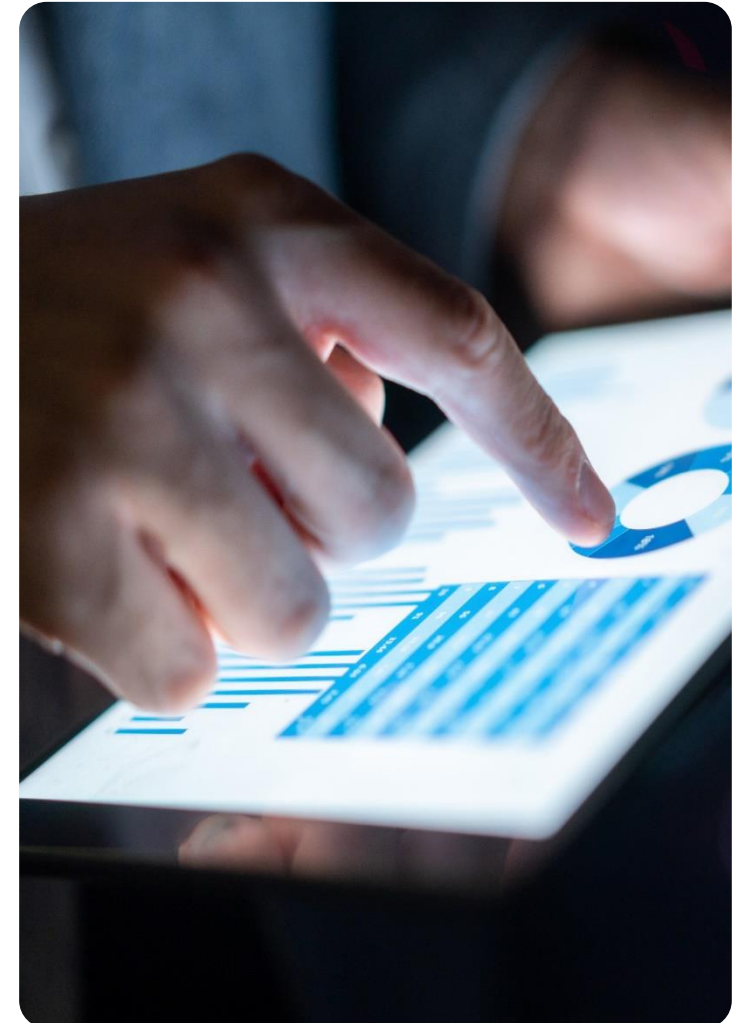
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Key benefits

Water Utilities deploying WaterPack 2.0 built on SAP S/4HANA for Utilities can cut time-to-benefit realization and deployment costs by 50%. WaterPack 2.0 eliminates the need to configure, customize and develop many of the required functions and business processes significantly lowering the TCO.

WaterPack 2.0 also ensures that a water utility's new services are automatically integrated with CRM, Embedded Analytics, SAP Fiori, sales billing and other critical systems. With this digital framework in place, water utilities can gain unprecedented levels of consistency and integration between customer-facing front-office systems and back-office support functions.

As an additional benefit, the Eviden Digital Utility Framework also becomes a water utility's fast-track to SAP S/4HANA for Utilities and all associated digital transformation.



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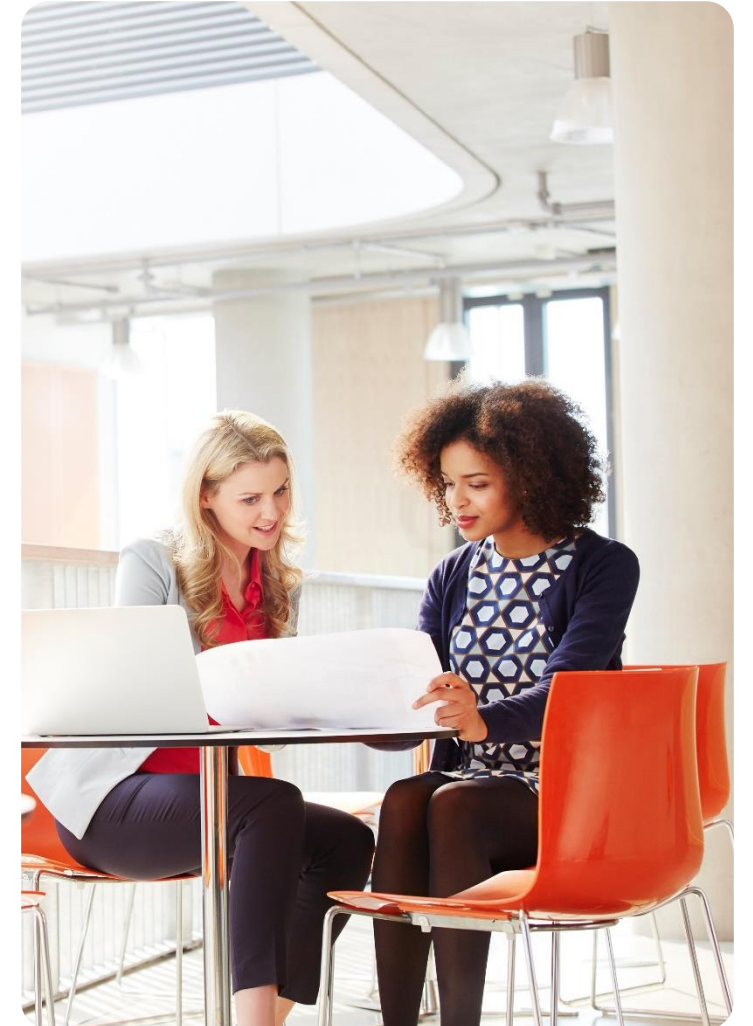
Your success is only one conversation away

Essentially, implementing or upgrading to WaterPack 2.0 built on SAP S/4HANA for Utilities is a digital business transformation. Our experts will meet with you to understand your strategic business priorities, understand competitive advantages and new monetization opportunities.

Using Eviden developed methodologies such as StratHack and Business Technology Innovation Centers to accelerate decision making and outcome-driven innovation thinking, we prepare you to realize business benefits quickly. Leveraging SAP specific accelerators like QUAD-4, we ensure that comprehensive technical and functional analysis leads to a practical solution design in the shortest possible time.

Our relentless focus on use case driven design and execution leads to shorter implementation and upgrade project cycles. Leveraging SAP Activate, Agile, and critical-chain thinking, the Eviden project execution significantly reduces risk and cost.

We look forward to engaging with you.



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Why choose Eviden

With over 35 years' experience, more than 13,500 SAP experts, 3 million SAP end-users in 90 countries supported by 12 Global Delivery Centers across the globe, deep industry insight, global methodologies, technical skill and a large partner eco-system, Eviden is ready to ensure that your use of SAP solutions creates fast, genuine, and differentiating business value.

Worldgrid is an Eviden business practice delivering real-time integration between IT and OT with sophisticated vertical solutions for energy and utility companies. With more than 35 years of experience in the power, water, oil and gas value chains – from production and distribution to transmission and retail services – we help energy and utility companies derive digital change to realize business value across their organizations and ecosystems.

- Dedicated experts: More than 1000 E&U dedicated SAP Utilities experts
- A full life-cycle services provider: We have the capability to deliver and manage your application and cloud solutions end-to-end.
- Leader in Energy & Utilities: Ranked by HFS as Top 2 E&U Innovation & Client Engagement amongst leading energy services providers.



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Thank you!

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