



Prosumer Onboarding With SAP Workflow Management



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Prosumer Onboard Workflow for Energy & Utilities

1 Introduction

The Prosumer onboarding workflow has been developed by Wipro to bring the prosumer onboarding process which was hitherto manual or via disjoint process into the system via SAP Business Technology Platform ensuring visibility and transparency. This document gives a high-level overview of the SAP Workflow Management developed for catering to this need.

The solution integrates with the following systems:

1. S/4 HANA or ECC (IS-Utilities) – Notification Processing
2. Cloud Integration Suite – Middleware for communicating to backend systems.
3. AWS S3 Bucket – For storing files related to prosumer onboarding.

2 Business Scenario & Issues

Most Energy & Utility companies have ad-hoc process for handling onboarding of Prosumers into their systems. The whole onboard process goes thru multiple steps of review, verifications, and approvals. Each region and country may impose its own standards leading to often bespoke processes and thus more manual solutions that are difficult to track, trace and offer very little visibility into the overall status and delays. Solutions can also be difficult when there are multiple systems at play leading to detached processes. Documentation is also not controlled from SAP which leads to effort overheads.

3 The Solution

The need of the hour is to have a workflow solution built on SAP Business Technology Platform that can work with a variety of SAP backend systems (S/4 HANA, ECC- IS Utilities) and bring this entire process under control.

We have built a Business Technology Platform based workflow solution that takes in the prosumer request as input and runs it thru a set of review and verification steps with defined approvers, tracking feedback, update history and storing documentation in AWS S3.

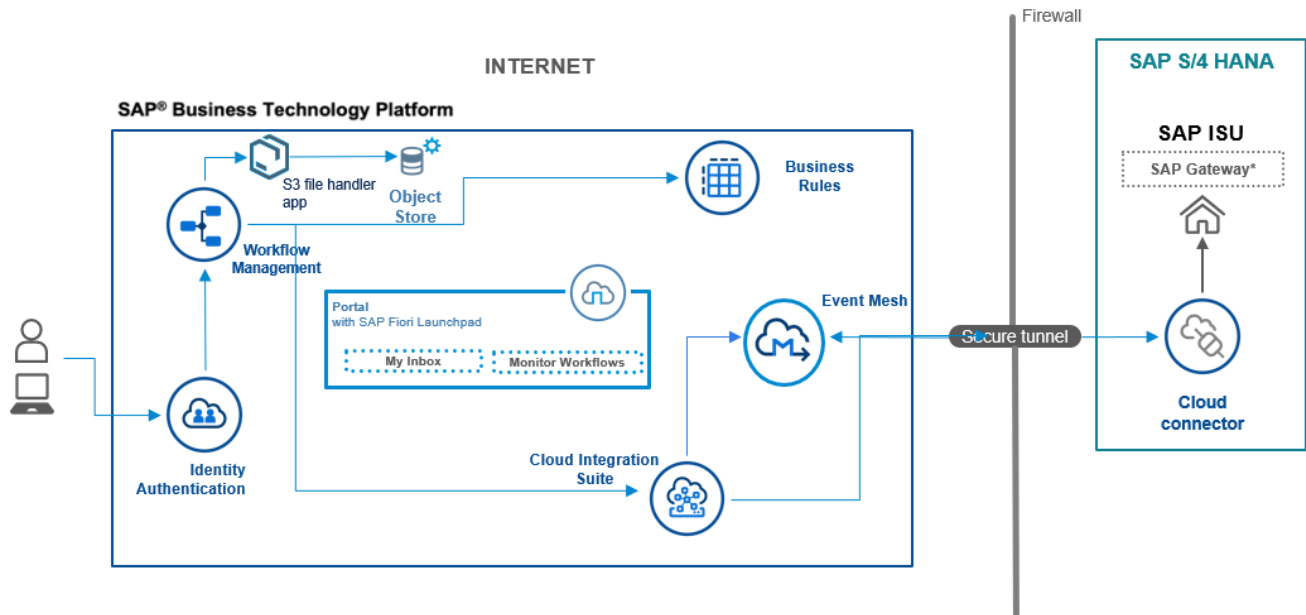
Following features have been incorporated:

- **Business Rules** for dynamic approval determination, custom notification types, ability to provide task owners for review cycles, Task tips for tasks
- **Workflow** tasks that can be sent back for queries dynamically requesting more information.
- Improved transparency and provided visibility into key metrics (Step level KPIs, Queries raised, cycle time) with **Process Visibility**.
- **Process Variants** - Flexible workflows that can be adapted to target market scenario. Ability to add more approvers in each phase and rules for the same.
- **Integration** to backend S/4 HANA with provision for custom notifications.

- **Document store** (AWS S3) integration to store relevant documents.

Integrated into standard IS-Utilities processes, the workflow API can be triggered appropriately from maintenance notification process (via SAP Cloud Integration Suite or Event Mesh or other methods). Upon completion of the entire verification of prosumer site, status can be updated back to backend via SAP Cloud Integration Suite.

4 Technical Architecture:



5 Solution Components:

1. SAP Workflow Management
2. SAP S/4 HANA or ECC IS-Utilities
3. Cloud Integration Suite (Integration choice left to customer)
4. Event Mesh (Integration choice left to customer)
5. Optional: Document store - AWS S3 (includes Node JS app hosted in Business Technology Platform run time to enable S3 operations)

6 Solution Contact:

Reach out to

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