



TOGETHER TOWARDS A STRATEGICALLY SUSTAI-NABLE DECISION IN CRM & ERP

More than

20 YEARS

of experience in the energy sector

More than

500

Apperts in CRM and ERP

Over
1'000

successfully completed projects

As a central component of a successful IT strategy, the selection of suitable business applications such as CRM and ERP systems is essential. In the increasingly digitalized value chain of an energy supplier, these proactively contribute to the innovative strength and therefore the success of your company. The right systems support and improve processes, reduce costs and create better customer experiences. The decision-making process is key here: the right approach ensures that the selected systems are an optimal and long-term fit for your needs.

ARE YOU FAMILIAR WITH THESE CHALLENGES?

- > The requirements of the various organizational units are not clearly defined or are not available in a structured form.
- > Products and standard solutions are complex and it is difficult to recognize whether the desired processes and functionalities can actually be mapped.
- > Choosing the right system is made more difficult by the wide range of options and differing opinions.

REACHING THE GOAL THANKS TO MANY YEARS OF BROAD EXPERIENCE

We're familiar with these challenges and know from experience how to tackle them. With our tried-and-tested approach, we support you in making a structured and sustainable decision and take work off your hands where necessary. Read more about our process model on the next page.





THE TRIED AND TESTED ADESSO PROCESS MODEL FOR BUSINESS APPLICATIONS: CRM & ERP ASSESSMENT FOR EVU

TECHNOLOGY-INDEPENDENT AND TAILORED TO YOUR NEEDS

Our adesso process model for the selection of suitable business applications consists of various building blocks. Based on our many years of experience, these form the framework. In addition, it is important for us to customize our approach for you in order to guarantee optimal success. The individual modules can be expanded or adapted as required. We act as a technology-independent consultant and stand objectively by your side: from the start to obtaining offers relating to the final decision.

Initialization

- > Joint kick-off: definition of goals & framework conditions
- > Project and milestone planning and identification of stakeholders

Statement of requirements

- > Analysis of existing systems and pain points
- > Structured recording and documentation of the organizationwide requirements for a new solution

RFI/RFP & Mapping

- > Market analysis, longlist solutions incl. creation of a strategic application overview of the use cases
- > Creation of RFI/RFP documents, analysis and mapping

Proof of Concept

- > Development of use cases and test plans as well as implementation of the PoC
- > Outcome evaluation, comparison with requirements

Recommendation

- > Preparation of documentation as a basis for decision-making as well as presentation and discussion of results
- > Preparation of the implementation project

Extract of energyspecific systems:

SAPIS-U

SAP S/4 Utilities

SAP CX

Salesforce

MS Dynamics

schleupen

BSI

adesso Schweiz

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