

Navajo Tribal Utility Authority Goes Live with First-Ever SAP C/4HANA Service Cloud Integrated with On-Prem IS-U



HPC America leads implementation of C/4HANA connected to SAP ECC via SAP Cloud Platform Integration middleware

Navajo Tribal Utility Authority (NTUA) serves more than 60,000 customers in the Navajo Nation across Arizona, New Mexico, and Utah. The utility provides electric, gas, water, wastewater, photovoltaic, and telecom services, and maintains a headquarters and eight district offices to cover its 27,000 square mile territory. NTUA has run SAP ECC on Microsoft SQL Server on-premises since 2008.

Challenges and Opportunities

NTUA had historically managed customer issues through the individual practices of each district office and with the Customer Interaction Center (CIC) in the IS-U.

After assessing its needs in 2017, NTUA determined that its decentralized approach and infrequent work status updates were limiting the efficiency of its Customer Service Representatives. Concurrently, NTUA was opening a new call center in its headquarters facility, which would require a centralized Customer Relationship Management system. Given NTUA's existing SAP footprint, a traditional, on-prem CRM would have been an option.

The Solution: SAP C/4HANA Service Cloud

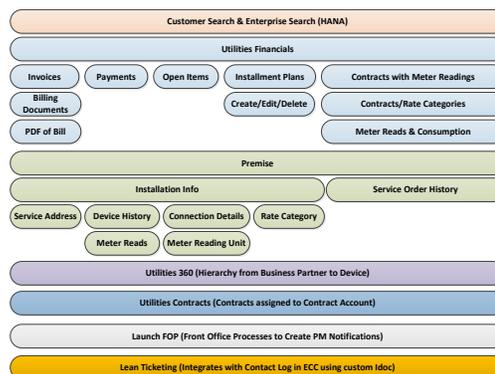
Charged with implementing a CRM solution for the new call center, Deputy CFO Gerard Curley consulted with NTUA's longstanding SAP system integrator, HPC America. HPC recognized that NTUA would benefit from a more modern approach to CRM: SAP C/4HANA Service Cloud (formerly branded *SAP Hybris Cloud for Customer or C4C*).

HPC CEO Jerry Cavalieri saw that SAP C/4HANA would provide NTUA with a full suite of customer service features and a better user interface; integrate with NTUA's existing IS-U module without requiring the ERP itself to move to HANA; include regular and frequent innovations from SAP; and give NTUA valuable CRM tools both on desktops in the office and on mobile devices in the field.

One of NTUA's primary objectives for C/4HANA was to support its new centralized call center—in particular around finance, since 70% of call volume was typically related to balance due, payments, and billing issues. C/4 would also provide a holistic view of customer interactions, and improve communication between field operations and the call center so that NTUA could deliver a better customer experience. Last, NTUA expected that C/4 would enable its eight districts to standardize their service practices.

From Kickoff to Go-Live in Nine Months

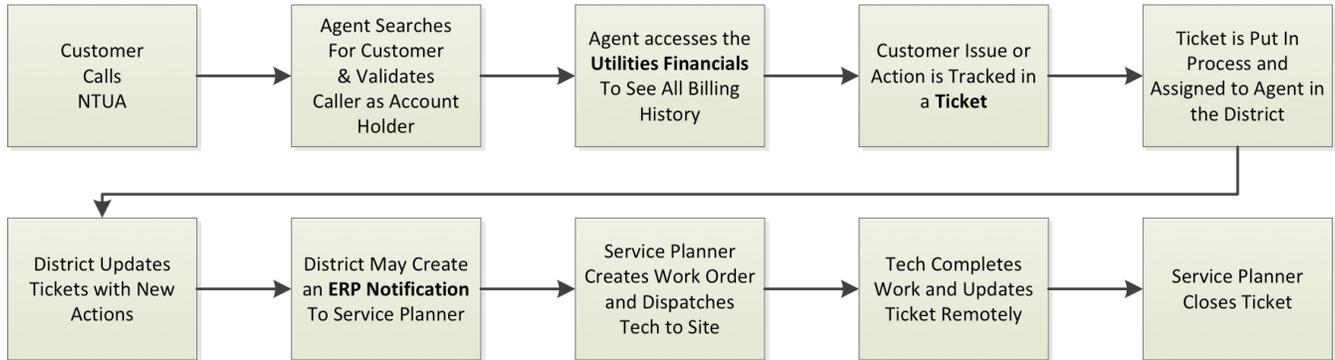
In April 2017, NTUA and HPC began the utility's C/4 project with a small team of three part-time NTUA resources and three part-time HPC consultants. HPC's plan was to integrate C/4 with NTUA's on-prem ECC via SAP Cloud Platform Integration middleware. This would be the **first-ever such project in the world**. The team identified the most relevant functionality for a pilot group in NTUA's new call center, after which C/4 would be rolled out to more users across the utility's district offices. Nine months after kick-off, NTUA went live with C/4 for its pilot group, which is now generating close to 1,000 tickets each week.



C/4HANA functionality in production at NTUA



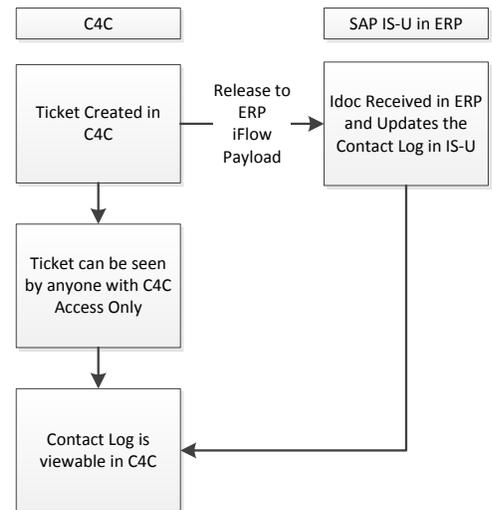
NTUA CSRs see all activity in C/4HANA customer accounts and track progress on open tickets



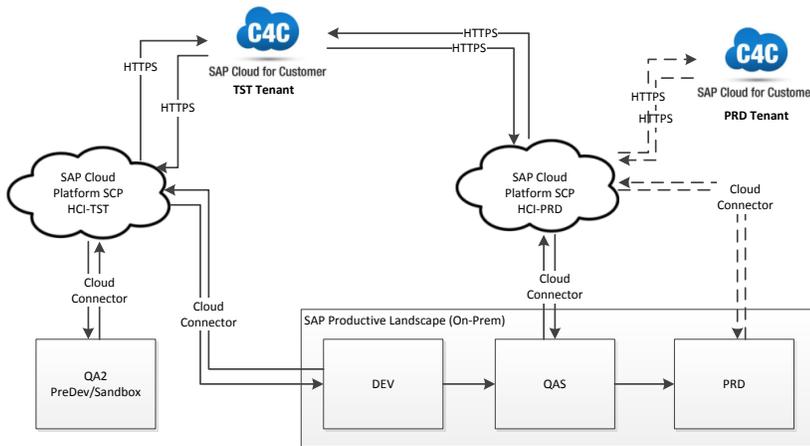
Key Enhancements and Real-Time Payment Integration

NTUA had some special requirements that HPC addressed creatively. First, for customer verification, HPC added the last four digits of Social Security numbers to C/4 Contract Account Profiles. Second, HPC configured C/4 and the IS-U's Contact Log to update one another so that all NTUA CSRs can see customer interactions even before they start using C/4. This allows NTUA to continue using C/4 and roll out C/4 in a low-risk, phased manner.

Last, HPC established a cloud-to-cloud connection from Paymentus, NTUA's payment solution, to C/4 via SAP's cloud middleware. HPC created an Idoc to record payments and refunds, and added a link from C/4 to Paymentus so that NTUA's CSRs can quickly process customer payments over the phone. HPC replaced the delivered batch process for payment updates with a real-time one that updates the ERP and C/4 just minutes after customers submit their payments. This approach reduces the risk of unnecessary shut-offs, and will boost both customer satisfaction and CSR productivity.



HPC configured SAP C/4HANA and the IS-U's Contact Log to update one another so that C/4 can still be used while C/4 is rolled out in low-risk phases.



NTUA wraps SAP C/4HANA Service Cloud around its rock solid on-prem SAP ERP via SAP Cloud Platform Integration middleware.

About HPC America

HPC is a utility industry expert that helps Customer Service professionals enjoy using SAP. We led the first-ever integration of SAP C/4HANA Service Cloud connected to the IS-U billing module via the SAP Cloud Platform. HPC has been dedicated to utilities since 1994, and some of our customers include PG&E, FirstEnergy, We Energies, Pepco, Iberdrola, RPU, Sharyland, and other utilities throughout the United States.