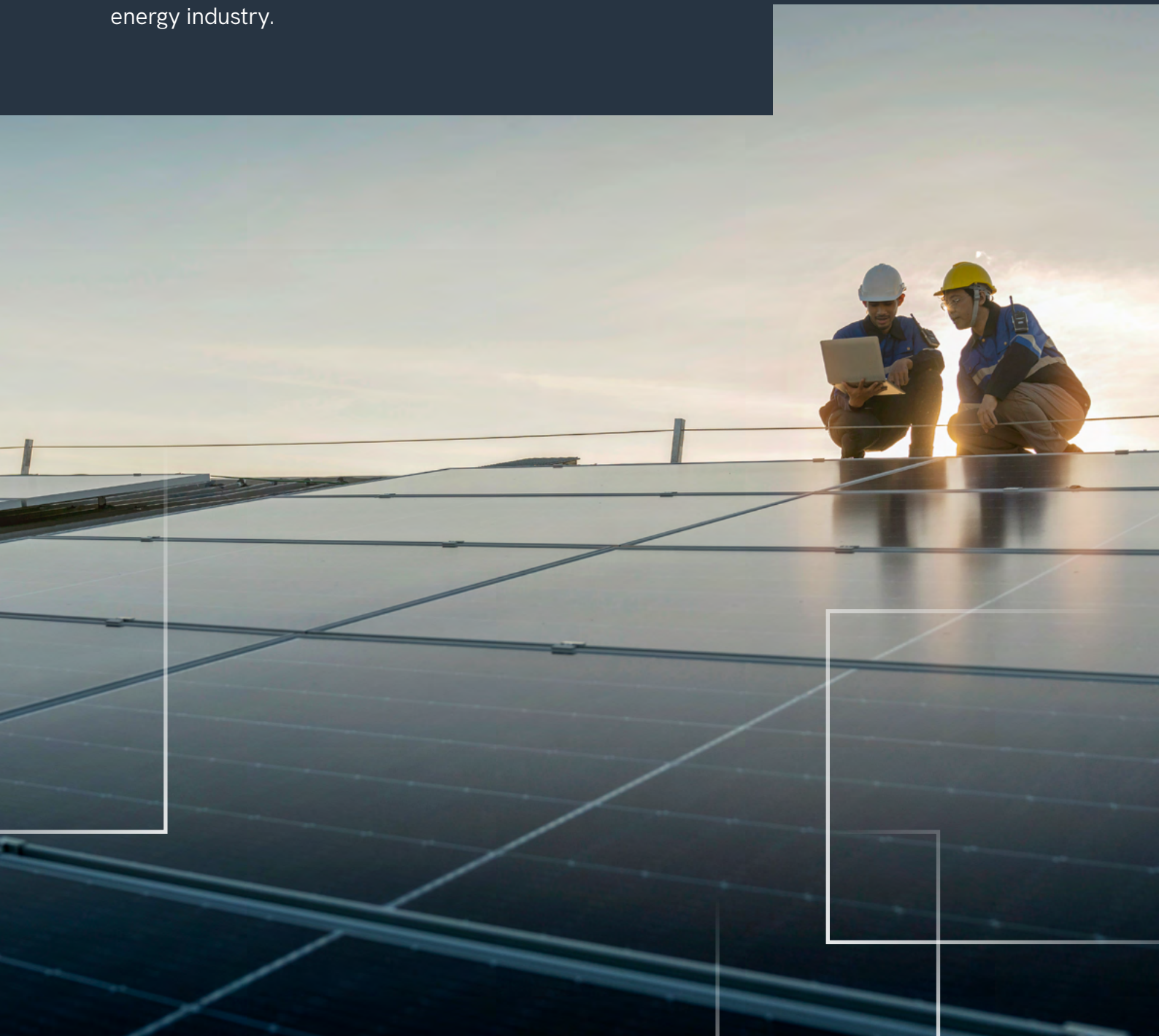


## An end-to-end solution for the utilities industry

How to plan a strategic, future-proof approach  
to investing in new technology in the utility and  
energy industry.





# An end-to-end solution for the utilities industry

How to plan a strategic, future-proof approach to investing in new technology in the utility and energy industry.

Many companies in the Nordic utilities and energy industry find themselves using aging ERP and business solutions that require more and more maintenance to perform at the same level as before, while still not supporting digitalization.

Spending time and energy on retaining the status quo is a questionable use of resources in an industry that is increasingly being pushed to digitize and has seen an increased level of consolidation over the past two decades to compete in liberalized markets.

But mergers of organizations have far from always meant a strategic and coherent consolidation and modernization of IT systems and ERP solutions. It is therefore not uncommon to see a jungle of systems that require a lot of effort just to get them to talk to each other in a reasonable way.

Instead of expending more and more resources on maintenance and operations, there is another way. With a holistic solution from Cepheo, we can support your entire organization and ensure a unified, cloud-based business solution that is simpler to keep updated.

Together with add-on solutions for Field Service, Customer Service, Business Intelligence and Power Platform, you can free up time and resources across the organization to use on increased productivity and focusing on customers, suppliers and other stakeholders.

Cepheo has a number of customers in the Nordic energy industry on the Microsoft Dynamics platform in Denmark, Norway and Sweden, and our consultants and project managers have extensive experience from similar projects in similar businesses. These customers are supported by industry-specific project tools and solutions built on and customized for Microsoft Dynamics 365.

In this document, we have focused on describing how we believe utilities and energy companies can maximize the benefits of investing in new technology and secure digital evolution over time.

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## A plan for collaboration and success

New technology will be a big investment for most companies. That is why it is important that you:

- **Choose an experienced partner** that you can work with effectively and that understands the industry, your business and technology needs.
- **Standardize on a platform and components** that can deliver the core functionality you need and that are future-proofed to meet your changing needs.
- **Work with the partner and platform** to simplify and standardize your approach to leveraging industry best practice, processes and standards and avoiding costly, non-essential projects and processes that are unnecessarily customized.

The following sections explain why these points are important.

## Choosing a partner

No single company has the capacity to keep up with the full breadth of technology developments that could impact your business, so you need to consider how you engage with suppliers, partners and consultants in the technology field.

The combination of a broad understanding of technology, business insight and deep industry knowledge means that many companies have chosen Cepheo as their strategic advisor and partner. This collaboration is structured through a regular update of the company's technology roadmap, and often inspired by workshops where we work together to explore and challenge each other on specific topics that can provide added value and competitive advantage for companies in the utility and energy industry.

## Choosing a platform

When choosing a business solution, there can be many considerations regarding 'best of breed', 'best of suite', 'fit for purpose' and other terms that describe the approach to which platform and solutions to choose.

At Cepheo, we believe it is important to have a nuanced approach and to find the platform that is most suitable for each company and the elements of their technological structure. We recommend a foundation consisting of Microsoft Dynamics 365, as this is a modern ERP platform with a wide range of functionality and rich



opportunities for integrations with third-party solutions for HR, payroll, scanning, invoice interpretation and approval, etc., that enable efficient workflows for users.

Well-integrated cloud solutions provide far greater opportunity to emphasize business and operational maturity or introduce technical solutions that allow individual elements to be updated and replaced as needs change over time.

Therefore, it is important to have a partner that has the size and breadth to keep abreast of technical and business developments. Some of the customers who contact us have already chosen a specific platform, while others want to look at different options. Whatever the starting point, we can help our customers develop a strategic IT plan that ensures appropriate development over time.

## The value of the cloud



Dynamics 365 is a 100% cloud-based business solution, giving you and your business a number of benefits. Dynamics 365 comes with the core features you expect from an ERP solution, future-proofing the value of your investment.

Because the solution is cloud-based, it will be continuously updated in terms of user interface, features and security. This means that you will continuously benefit from Microsoft's ongoing investments in the system. The user interface is familiar from Microsoft's other solutions and is integrated with Microsoft 365, Power Platform and Azure, as well as AppSource, where there is a wide range of plug-ins to match your processes and needs.



# Opportunities and benefits of Microsoft Dynamics 365

## Scalability

Microsoft Dynamics 365 enables further growth and can be cost-effectively scaled to address changes in the business, ensuring rapid roll-out to new business areas in the Nordic countries.

## Automated and easier implementation of new business processes

Dynamics 365 simplifies financial processes, streamlines procurement flows and asset management. Users will be productive from day 1 with a familiar and role-based interface, and new employees will quickly learn and use the system.

## Fast implementation

Dynamics 365 is quick to implement and easy to maintain. Historical data can be read in using easy-to-use tools and a web-based interface makes the solution intuitive to use and accessible from anywhere.

## Focus on the business, rather than the servers

By running applications in the cloud, you do not need to invest in expensive hardware, database software and central operating systems.

## Integrating employees, customers and the value chain

Microsoft Dynamics 365 helps you get to know your customers, suppliers and employees better so you can effectively share information with the entire value chain. Let employees and business partners log in and perform tasks and exchange data in secure, standardized ways.

## The ability to use the system anywhere

Dynamics 365 is fully accessible everywhere, even on mobiles and tablets. As long as they are online, employees can log in securely and get their tasks done.

End-user interfaces are no longer "one size fits all". They can be customized for the device being used and for the task at hand.

## Tight integration to the Microsoft ecosystem

The close connection to Microsoft 365 means that many functional tasks can be performed in familiar tools such as Excel, Word and Outlook. What was traditionally solved within a silo-based ERP system is, with Dynamics 365, available with an open architecture where interfaces and technology are better integrated into the actual functional area.



# A process approach with clear priorities

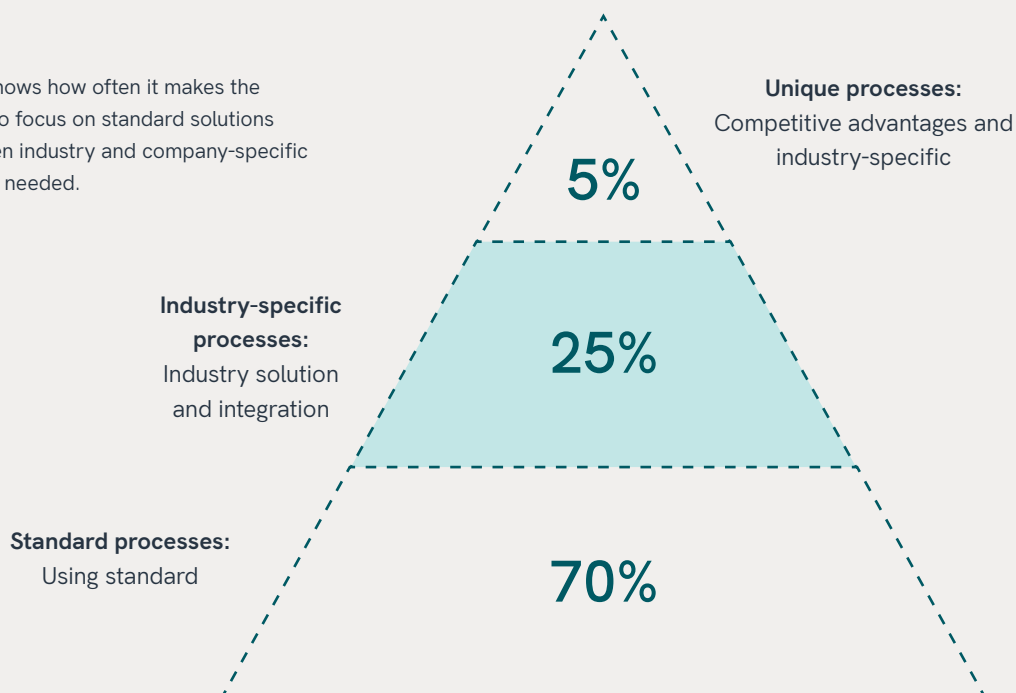
At Cepheo, we have incorporated a mindset we call 70/25/5. That is because we have found that a disproportionate amount of time is spent in projects discussing elements of the solution that have limited business value for the customer.

This has been at the expense of spending time and resources where it matters most to our customers.

We have therefore estimated that 70% of the processes supported by ERP solutions are generic. The functions that the system needs to solve are largely the same across all industries and businesses, and although everyone thinks they are special, the features of the different system solutions offered on the market are relatively similar. That is why validate early on which processes belong in this category.

Of course, industry knowledge also plays a role here, and in principle, we would assume that processes such as finance, procurement and purchasing would be in this category for most companies in the utilities and energy industry.

This figure shows how often it makes the most sense to focus on standard solutions and how often industry and company-specific solutions are needed.



We consider 25% of processes to be industry-specific. By this, we mean that they are specific to the industry they operate in and must address of the business needs, industry norms and framework conditions that are relevant.

For these processes, it is often important for the customer that they work efficiently and seamlessly with internal and external solutions. Many companies are also prioritizing more resources for integrations and custom solutions for these processes.

Cepheo uses its own and external industry solutions that simplify work in this area. For companies in the utilities and energy industry, we have found that management, operations and maintenance and the process for project management and system support for service personnel are key.



**Cepheo Industry Framework** enables us to share industry knowledge with our customers through a standardized business process methodology. It is the result of our many years of experience in the utilities industry and is fully adapted to the Nordic market.

## How we develop your solution

Based on our established processes, our knowledge and experience from numerous customers in the utility and energy industry, and a detailed validation process with the customer, we create a plan that clearly defines how to implement the business requirements and configure the overall solution.

Cepheo is the Microsoft Partner in Scandinavia with the most completed Dynamics 365 implementations in

our back catalog, and it is this experience and know-how that enable us to define a process, timeline and budget you can trust.

We work with structured project management processes that help ensure clear roles and responsibilities, insight into status and activities, quick resolution of issues and full documentation of the entire process.



## A foundation for growth and productivity

With the right partner and platform, your company is closer to having a unified business solution that can create business value and provide the foundation for organizational development.

A well-prepared and well-implemented end-to-end solution for your business can create tangible value in several different ways. A modern and updated business solution will reduce O&M costs by up to a third through application rationalization, leaner operations and intelligent automation.

At the same time, our experience shows that you can increase productivity by up to 40% by strengthening your business agility and operational resilience with modernized applications and data, agile methods and frameworks, and by focusing on security earlier in the process.

A modern and up-to-date ERP solution and associated solutions ensure your ability to accelerate business processes and deliver better customer experiences, while contributing to a better brand and customer experience and reputation.

Thanks to composable or composite development with the use of standard elements that help your organization deliver the necessary solutions in line with modern business changes, and a Software-as-a-Service approach, Cepheo can have an effective and usable solution ready for you much faster than if we had to build a custom solution from scratch.

The right business solution should also support your ability to discover and exploit new revenue streams that can drive growth. By rethinking the approach to business solutions and IT development, you can provide your business with a solution that matches the needs of the utility and energy industry by utilizing artificial intelligence, analytics, and better utilization of business platforms and ecosystems that together can significantly improve your ability to respond to market opportunities and inputs.





# Create greater business value through continuous application development

Achieve savings



## SIMPLIFY

- Application rationalization
- Lean operations
- Intelligent automation and robotics



UP TO **34%**  
reduction in operating costs

Boost the agility and operational resilience of your business



## MODERNIZE

- Modernized applications and data
- Agile methods and frameworks
- Security processes



UP TO **40%**  
productivity improvement

Achieve better experiences and business processes



## ACCELERATE

- Accelerated business processes
- Better customer experience and brand reputation
- Composable development and SaaS



UP TO **80%**  
shorter build cycle

Discover and leverage new revenue streams for growth



## REINVENT

- Artificial intelligence and analytics tools
- Business platforms and ecosystems
- Verticalized industry solutions



UP TO **62%**  
improved speed to market



## Add-on solutions that create value

In addition to implementing Microsoft Dynamics 365, Cepheo offers a number of add-on solutions and services that we have found to be particularly valuable in the utility and energy industry.

With add-on solutions from Microsoft's own ecosystem combined with proprietary and third-party solutions, we can deliver solutions and services for utility and energy companies that are looking to the future and want a modern platform that can evolve with their changing needs.

Microsoft 365	Outlook	Onedrive	Word	Excel	PowerPoint	Sharepoint	Teams	Cepheo Accelerators	3rd Party Accelerators
Power Platform	Power BI	Power Automate	AI Builder	Power Apps	Power Pages	Power Virtual Agents	Cepheo Accelerators	3rd Party Accelerators	
	Microsoft Dataverse			Microsoft Data Connectors					
Dynamics 365	Marketing	Sales	Customer Service	Field Service/ Remote Assist	Cepheo Global Data Management EDI Interface	ExFlow Extension			
	Finance	Supply Chain	Project Operations	Human Resources					
Azure, Security & Integrations	Azure	Security	Integrations	Cepheo Solutions	3rd Party Solutions				
Application Management Services	Cepheo Application & Infrastructure Management Services								

An overview of solutions and services for the modern utility business.

Here you can read a series of descriptions of some specially selected solutions that form the backbone of what we propose for the ambitious utility and energy company.

### Cepheo Customer Engagement Center provides a proactive and personalized customer experience

The Cepheo Customer Engagement Center is a modern customer center solution built on top of Dynamics 365 that enables your business to better meet and exceed customer expectations through timely, accurate and professional service.

With better and easier access to customer information, you can give your customer service representatives a 360-degree view of the customer, which can speed up the resolution of customer issues. Our expert team will help you establish the right and relevant KPIs to help monitor progress and continuously improve your customers' experiences.

For companies in the energy and utilities industry, Cepheo Customer Engagement Center can sharpen your customer focus. At a time when utility customers have never had more choice, customer service is a crucial parameter for retaining customers and ensuring customer satisfaction.



## Power Platform lets you build custom solutions faster and easier without losing control

Power Platform solutions built on Power Apps, Power BI and Power Automate can automate repetitive tasks, provide predictive analytics and increase efficiency to save time and money. Power Platform empowers employees and departments across the organization to develop and test new digital solutions without the IT department losing control and overview.

Power Platform allows you to use standardized building blocks to build custom solutions, limiting complexity and not relying on one person's understanding of the code. Power Platform solutions have been used by utilities to monitor and measure carbon reductions, accelerate sustainability initiatives and ensure regulatory compliance.

Power Platform provides tools for remote collaboration and can help field workers become more productive with tools that make decisions easier despite limitations and distances.

## Optimize day-to-day operations with business intelligence, reporting and analytics

No matter how much data you have, it is not worth much if you do not have access to it when making a decision. With active reports, both senior management and operational staff in the field can check the latest data and make the right decision. The amount of data available and the need for control grow with your business. In most companies, there is great potential in utilizing data and information to optimize daily operations.

Together with Cepheo, we help you collect, analyze and gain insight into your data. Cepheo also helps you build a data platform based on a data lake or other data warehouse structure with data from Dynamics 365 and other external sources. We can help with dashboards and KPIs across business units and functions in Power BI so you get the right answers at the right time.



# Peace of mind and more time with Application Management Services

Microsoft's continuous updates mean that Microsoft Dynamics 365 is always up to date with the latest additions and fixes to features and security. With an Application Management Services agreement for Microsoft Dynamics 365 from Cepheo, we keep your Dynamics 365-based systems updated and customized to support your current and future business goals.

You get a dedicated Service Delivery Manager so you always know who to go to and can expect proactive guidance and advice. All this means that your solutions are continuously future-proofed, freeing up time and resources from operations and maintenance so you can focus on strategic and development activities.



## Ensure digital development

This brochure has shown how a unified, cloud-based business solution for companies in the Nordic utilities and energy industry can replace outdated and unsustainable infrastructure and IT processes.

Cepheo can deliver a business solution that is simpler to keep up to date and can free up time and resources across your business to focus on productivity, customers, suppliers and other stakeholders.

Investing in IT should be done wisely and with Cepheo as a partner, we can help utilities and energy companies reap the greatest possible benefits from new technology and ensure digital evolution over time.

Read more on [cepheo.com](https://cepheo.com)

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Cepheo empowers businesses to adapt and succeed in a changing world. With locations across the Nordics, and decades of experience in implementing and evolving industry-specific solutions powered by the Microsoft platform, we help our customers use technology and data to make more informed decisions, optimize daily operations and bring out the very best in their people. Learn more at [cepheo.com](https://cepheo.com).

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