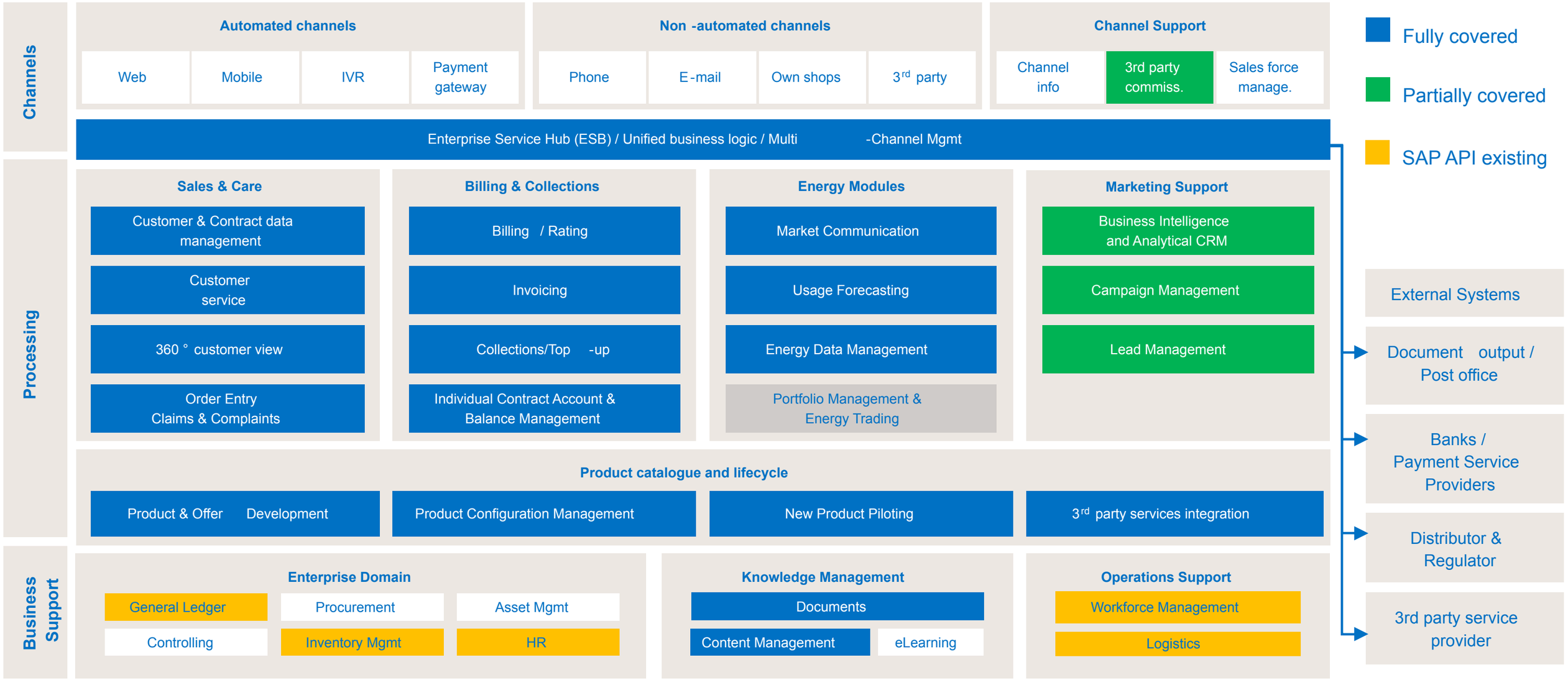
Channels
Automated channels
Web
Mobile
IVR
Payment gateway
Non -automated channels
Phone
E-mail
Own shops
3rd party
Channel Support
Channel info
3rd party commiss.
Sales force manage.
Fully covered
Partially covered
SAP API existing
Enterprise Service Hub (ESB) / Unified business logic / Multi -Channel Mgmt
Processing
Sales & Care
Customer & Contract data management
Customer service
360 ° customer view
Order Entry Claims & Complaints
Billing & Collections
Billing / Rating
Invoicing
Collections/Top -up
Individual Contract Account & Balance Management
Energy Modules
Market Communication
Usage Forecasting
Energy Data Management
Portfolio Management & Energy Trading
Marketing Support
Business Intelligence and Analytical CRM
Campaign Management
Lead Management
Product catalogue and lifecycle
Product & Offer Development
Product Configuration Management
New Product Piloting
3rd party services integration
Business Support
Enterprise Domain
General Ledger
Procurement
Asset Mgmt
Controlling
Inventory Mgmt
HR
Knowledge Management
Documents
Content Management
eLearning
Operations Support
Workforce Management
Logistics
External Systems
Document output / Post office
Banks / Payment Service Providers
Distributor & Regulator
3rd party service provider