

# **Business Processes in SAP for Utilities**

## **Content**

- Overview
  - CR&B application components
  - Integration of CR&B with standard SAP ERP system
  - Integration of CR&B with standard SAP CRM system
- Execution of the most important business processes:
  - Customer information
  - Customer information with IC Web Client
  - Master data
  - Move-in/out handling
  - Device maintenance
  - Meter reading
  - Billing and invoicing
  - Energy data management
  - Intercompany data exchange
  - Contract accounts receivable and payable