



“Working as one team with up to thirty Fujitsu & Tata Power-DDL engineers, we were able to make it a remarkably fast implementation, taking just six months to complete. Our nearest competitor was proposing a two-year timeframe.”

Satya Gupta  
Head of IT  
Tata Power Delhi Distribution Limited

Tata Power-DDL partnered with Fujitsu to implement SAP IS utility for Goa Electricity Department, India, supporting over half a million customers with flexible billing.

#### At a glance

Country: India  
Industry: Utilities  
Founded: 2002  
Employees: 3,300+  
Website: [www.tatapower-ddl.com](http://www.tatapower-ddl.com)

#### Challenge

Goa Electricity Department (GED) wanted to increase revenue, enable digital transformation, automate processes and introduce online functionality. In order to meet these objectives, Tata Power-DDL needed a systems integration and SAP application specialist partner for implementation of SAP ISU, ERP and CRM platforms.

#### Solution

Based on its long-standing relationship, it chose to collaborate with Fujitsu, which spent six months implementing SAP with required interfaces between SAP and non-SAP applications as well as the migration of data from existing legacy GED systems.

#### Benefit

- Replaced an almost entirely paper-based system with a standardized, automated platform enabling end-to-end billing, from the call center to online payments
- More than 600,000 customers enjoy transparent billing via an online portal
- GED can generate reports at the touch of a button with minimal potential for human error, improving accuracy and reducing losses

## Customer

Tata Power Delhi Distribution Limited (Tata Power-DDL) is a joint venture between Tata Power and the Government of Delhi which distributes electricity to a populace of 7 million. The company started operations on July 1, 2002 after the unbundling of the former Delhi Vidyut Board (DVB). With a registered consumer base of 1.51 million and a peak load of around 1764 MW, the company's operations span across an area of 510 km<sup>2</sup>. Since 2005, it has enjoyed great success using SAP ERP services to reduce the need for manual intervention and improve business processes.

## Products and services

- FUJITSU Business Application Services
- SAP IS Utility Implementation, OS & DB Migration, Implementation of Sybase
- SAP Modules: IS – Utility (DM, FICA, Billing, UCES, CS), FICO, PS, PM, MM, CRM, Payroll, BI, DMS, PI



## Challenge

When the contract for energy supply for the region of Goa came to market, Tata Power-DDL decided to propose a solution based on its existing SAP system. Goa Electricity Department (GED) serves approximately 600,000 consumers over 17,000km of cable with a maximum output of 552 MW.

"The GED project was assigned by the national government to another vendor for two years, however, it failed to deliver, so the challenge was to demonstrate that we had the capability to meet the stringent demands of the contract," explains Satya Gupta, Head of IT, Tata Power Delhi Distribution Limited. "The existing IT environment relied on outdated legacy software, had issues and required a huge amount of costly and resource-intensive paperwork. We needed a smarter approach."

Since unbundling in 2002, the company has reduced losses from 54 percent to less than nine percent, principally through the automation of IT systems. This made it ideally placed to produce a plan for the Goa region.

"We have the domain knowledge to build from the ground up but also needed a systems integration partner to help us deliver everything from billing to recovery to CRM and inventory," adds Gupta. "Fujitsu had the local presence, global support, SAP experience and cost-effective approach to make it the perfect fit for this project. By combining our domain expertise with Fujitsu's technical experience, we could provide a unique value proposition to GED, with a proven working design."

## Solution

Tata Power-DDL proposed an end-to-end billing process encompassing metering, monitoring, customer service and asset management to meet the requirements of India's Restructured Accelerated Power Development and Reforms Programme (R-APDRP). Fujitsu played the vital role of extending the existing SAP system as the underlying platform, responsible for developing and configuring required interfaces between SAP and non-SAP applications, under R-APDRP's scope, as well as the migration of data from existing legacy GED systems.

"The transition to SAP is being handled by Fujitsu and has been rolled out to 60 percent of local divisions so far," continues Gupta. "This has happened seamlessly thanks to a combination of training sessions, detailed documentation and user testing."

The SAP solution was designed and deployed by Fujitsu over the course of six months and involved the integration of a geographic information system (GIS) and migration of data from the legacy system. It also incorporated multiple SAP IS-U modules, including customer service, device management, billing and finance.

"Working as one team with up to 30 Fujitsu and Tata Power-DDL engineers, we were able to make it a remarkably fast implementation, taking just six months to complete. Our nearest competitor was proposing a two-year timeframe," says Gupta. "That delivered the efficiency and customer service required as well as core business functions including ERP, CRM and billing management."

## Benefit

The collaboration with Fujitsu has enabled Goa's population of 600,000 to enjoy transparent billing via an online portal. Moreover, previously, there was no centralized system and the Goan utility relied on Microsoft Excel spreadsheets to manually manage information, which was not only time-consuming and resource-intensive but also ran the risk of costly mistakes being made.

"Now we can generate reports at the touch of a button with minimal potential for human error. That means more accuracy and reduced losses," comments Gupta. "It also helps us make smarter business decisions by using better information. That in turn makes employees more effective and customers happier."

Key to the success of this new platform is the underlying stability and performance delivered by the Fujitsu team: "Fujitsu scores well on reliability and availability; we can always count on it," says Gupta.

"Fujitsu has enabled the digital transformation by co-creating this extension of our SAP environment, replacing an almost entirely paper-based system with a standardized, automated platform," concludes Gupta. "We have worked hand in hand to create an end-to-end billing process, from the call center to online payments and beyond. We will definitely consider Fujitsu for future projects, particularly if it involves SAP."

## FUJITSU

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