



quality is in our name

focality

Paving the road for AI with SAP S/4HANA

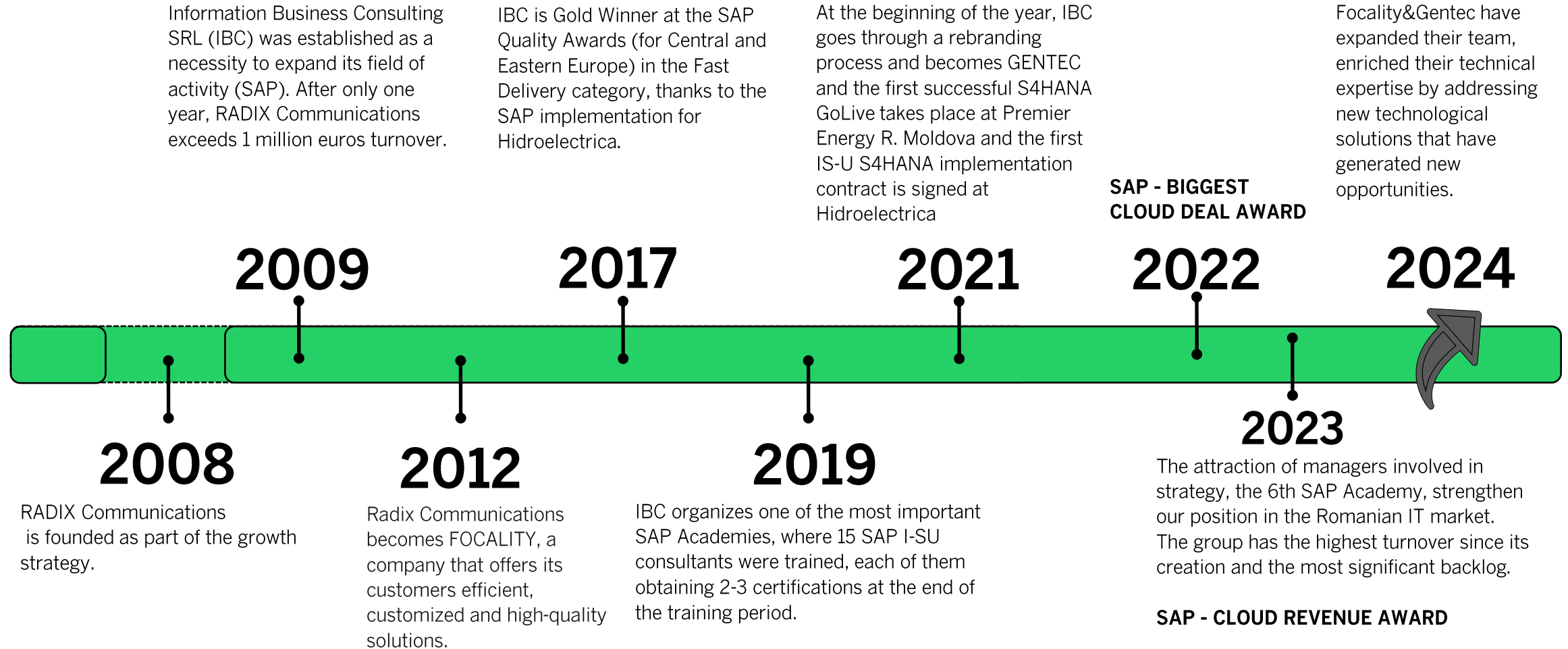
**Discover a technology
leader**

quality is in our name

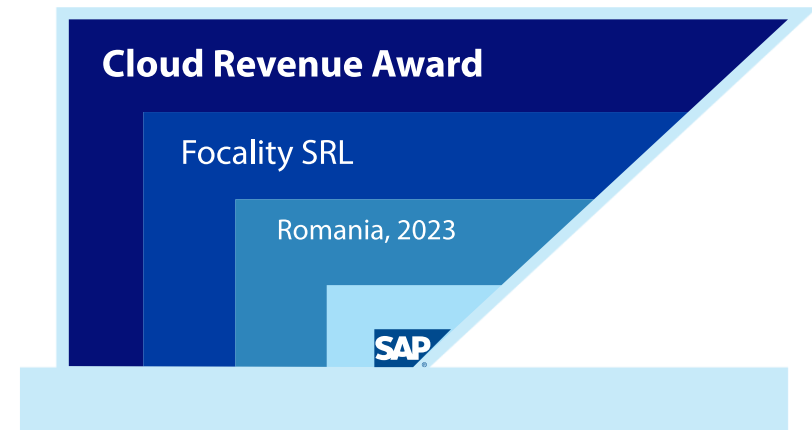
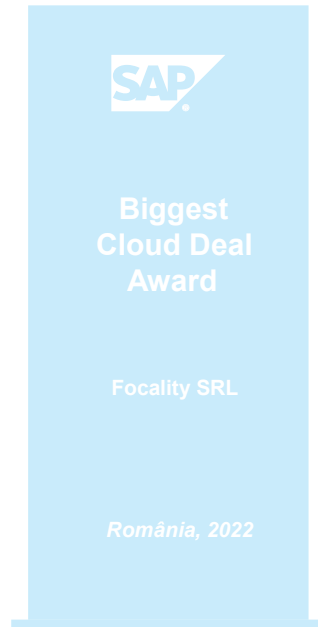


focality

Focused on the future



Focused on excellence



Focused on technological partners



Focused on Top Clients

Utilitati

- ppc
- HIDROELECTRICA
- EVRYO
- DISTRIBUȚIE OLTENIA
- electrică furnizare s.a.
- Distribuție Energie Electrică România
- Electrica s.a.
- PREMIER ENERGY
- TRANSGAZ MAGISTRALA ENERGIEI
- rompetrol
- OMV
- e-on
- Transelectrica®

Administrare publică

- ADMINISTRAȚIA NAȚIONALĂ A PENITENCIARELOR
- INSPECTORATUL DE STAT ÎN CONSTRUCȚII IAȘI
- PRIMĂRIA MUNICIPIULUI IAȘI
- MINISTERUL APĂRĂRII NAȚIONALE UM02415/UM02525
- ROMÂNIA
- PARLAMENTUL ROMÂNIEI CAMERA DEPUTAȚILOR
- Primăria Municipiului Iași Direcția de Asistență Socială
- SalubrIS Descoperă valoarea curăjeniei
- ANAF Agenția Națională de Administrare Fiscală
- POLIȚIA ROMÂNĂ
- Arhiepiscopia Iașilor

Sănătate

- ARCADIA SPITALE ȘI CLINICI MEDICALE
- MEDICAL GAZ PLUS
- Antibiotice at
- Spitalul Clinic de Pneumoftiziologie Iași
- Institutul Regional de Oncologie Iași IRO
- CENTRUL MEDICAL UNIREA
- Spitalul de Obstetrică și Ginecologie „Cuza Vodă” Iași

Educație

- UNIVERSITATEA DE MEDICINĂ ȘI FARMACIE GRIGORE T. POPA IAȘI
- UNIVERSITATEA „ALEXANDRU IOAN CUZA” din IAȘI
- UNIVERSITATEA DIN PITEȘTI
- Universitatea Națională de Arte George Enescu Iași
- UNIVERSITATEA DE MEDICINĂ ȘI FARMACIE VICTOR BABES I TIMIȘOARA
- UNIVERSITATEA POLITEHNICĂ DIN BUCUREȘTI

FMCG&Retail

- ELECTROPRECIZIA HOLDING
- TESTER GRUP Vocație în inovație
- IULIUS
- BUILD CORP
- proiecti
- PALAS
- bmt aerospace
- FRIGOGLASS
- TOYA®
- VIMERCATI EAST EUROPE
- Coca-Cola Hellenic Bottling Company
- DEDEMAN DEDICAT PLANURILOR TALE

Banking & IT services

- BANCA NAȚIONALĂ A ROMÂNIEI
- indra
- endava
- Capgemini
- ATEXIS Optimize your support

Focused on People

Our team of 175 experts, combines talent with experience to deliver future proven solutions

125 SAP team



17 BMS team



20 Management, Sales-BID, Operations (Financing, Purchasing, HR)

8 Team: Solutions, Infrastructures and IT Security



5 Team: Salesforce



**Proven solutions for
better results**

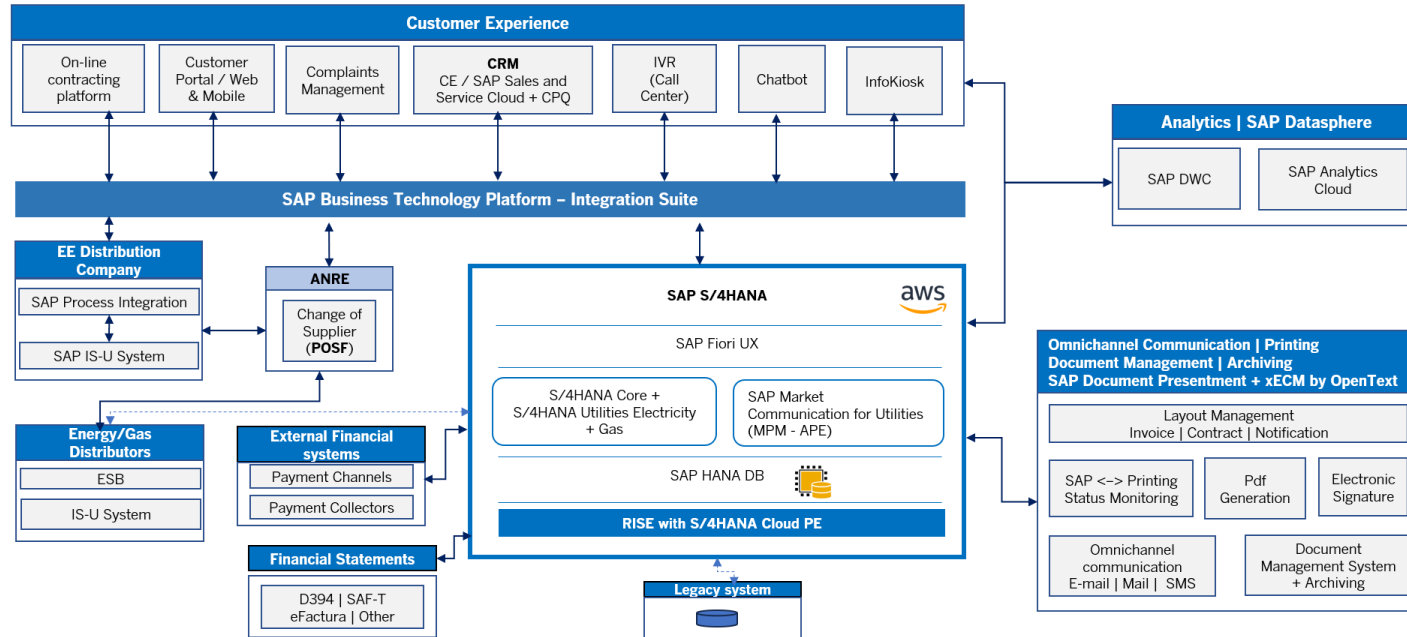


quality is in our name

focality

Elevate Success: Identify, Standardize and Achieve results

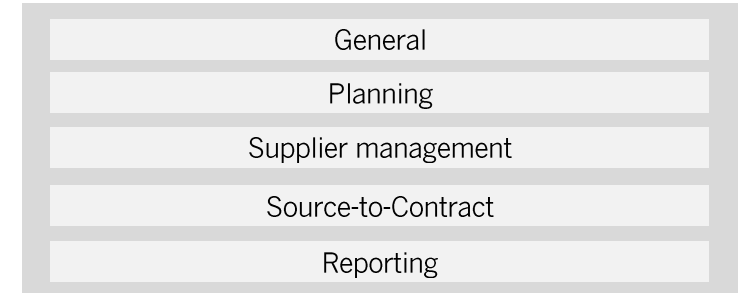
SAP S/4HANA Utilities



SAP SuccessFactors



SAP Ariba



SAP S/4HANA Core

Finance | Procurement | Sales and Distribution | Plant Maintenance

Human Capital Management | Reporting | Romanian Localization

SAP Business Technology Platform

SAP API Management | SAP Integration Suite

SAP Datasphere | SAP Analytics Cloud | SAP BW/4HANA

Transforming Data into **Insightful Information**

AI and Automation - Energy Distribution and Production

Predictive Maintenance: AI algorithms analyze data from equipment sensors to predict failures and schedule maintenance, reducing downtime and costs.

Smart Metering: Automated meter reading and data analysis improve accuracy, detect anomalies, and enhance billing processes.

Customer Service: AI-driven chatbots and virtual assistants provide 24/7 customer support, resolving queries and handling service requests efficiently.

Energy Consumption Forecasting: AI models forecast energy demand, helping utilities optimize production and distribution. Short term load forecasts are vital for utilities. Machine learning could be used to forecast supply and demand in real time and optimize economic load dispatch.

Fraud Detection / Energy theft: Machine learning algorithms identify patterns indicative of fraud, ensuring revenue protection. AI can be used to detect usage patterns, payment history and other customer data that may signal irregular behavior.

Yield optimization. With AI, power providers can optimize generation efficiency with real time adjustments across their assets. The concept includes software that monitors and optimizes the turbine as it runs, increasing energy production by up to 20%.

Transforming Data into **Insightful Information**

AI and Automation - Energy Supply

Customer insights. Machine learning applications could allow utilities to craft electricity prices that maximize their margins while minimizing customer churn. SAP Customer Retention is one of the machine learning applications offered by SAP. AI could also be used to create individual offers and services to help utilities retain their most profitable customers.

Energy trading. In this era of the prosumer generating their own renewable energy and sending the excess back into the grid, platforms are emerging to allow peer-to-peer trading between producers and consumers. As supply and demand continuously fluctuate, AI can be used to more quickly match producers with consumers.

Virtual agents will revolutionize call centers, being able to respond to consumer queries and provide instant assistance. They will be able to automatically segment consumers based on service history and provide early warning of bad debts. The development of natural language technologies will eventually unlock the capacity to fully automate customer service. This is something SAP is investing in heavily, with the development of CoPilot .

AI and Automation - Challenges and Considerations

Data Quality: AI and automation rely on high-quality data. Ensuring data accuracy and completeness is crucial.

Integration: Seamlessly integrating AI and automation with existing SAP systems can be complex.

Regulatory Compliance: Adhering to industry regulations while implementing AI solutions is essential.

Change Management: Employees need training and support to adapt to new technologies and workflows.

Thank you!