

A wide-angle photograph of a cityscape and a multi-lane highway. In the foreground, a multi-lane highway curves to the right, with a few cars visible. To the left of the highway is a modern, multi-story building with large windows and a flat roof. In the background, several tall city buildings are visible under a clear blue sky. The overall scene is a mix of urban infrastructure and modern architecture.

SAP Overview

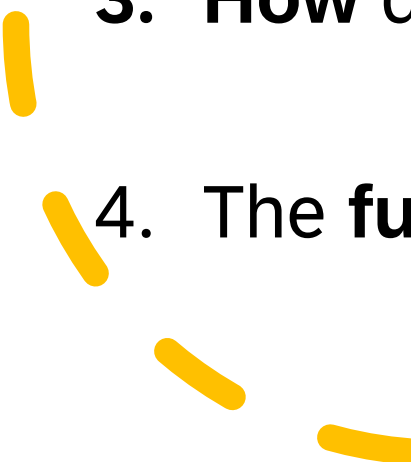
Tacoma Public Utilities

Andrew Braeger, Chief Technology Officer

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Agenda

1. **What** is SAP?
 2. **Who** is using SAP?
 3. **How** does Tacoma use SAP?
 4. The **future** of SAP at Tacoma Public Utilities
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What is SAP?





- German software company
- Founded in the 1970s
- Largest enterprise resource planning (ERP) software provider

Enterprise Resource Planning



Sales



Procurement



Production



Accounting



Human
Resources



Customer
Services



Microsoft



ERP Examples

Who is using SAP?

Electric & Water Utilities

Utilities

Snohomish County PUD

Puget Sound Energy

Sempra

Eugene Water & Electric Board

Xcel Energy

Southern California Edison

Florida Power & Light

BC Hydro



How does Tacoma use SAP?

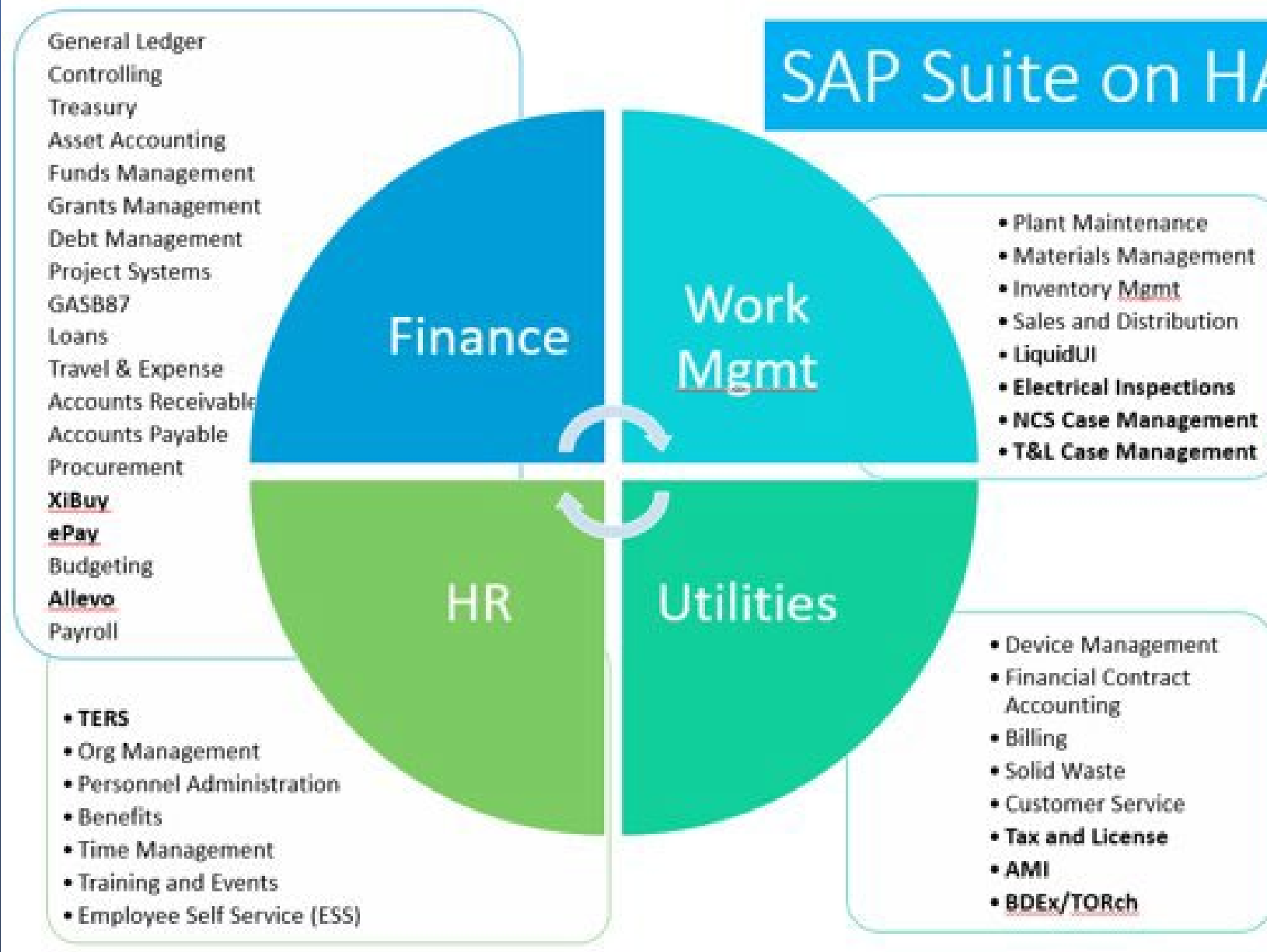


Tacoma's SAP ecosystem

- 1.25 million lines of custom code
- Nearly 600k tables
- 42 distinct integrated business functions
- 154 integrations to 89 other applications



SAP Suite on HANA



Back-end processes



Meter to cash



Billing



Utilities
accounting



Customer
information
system



Asset
management

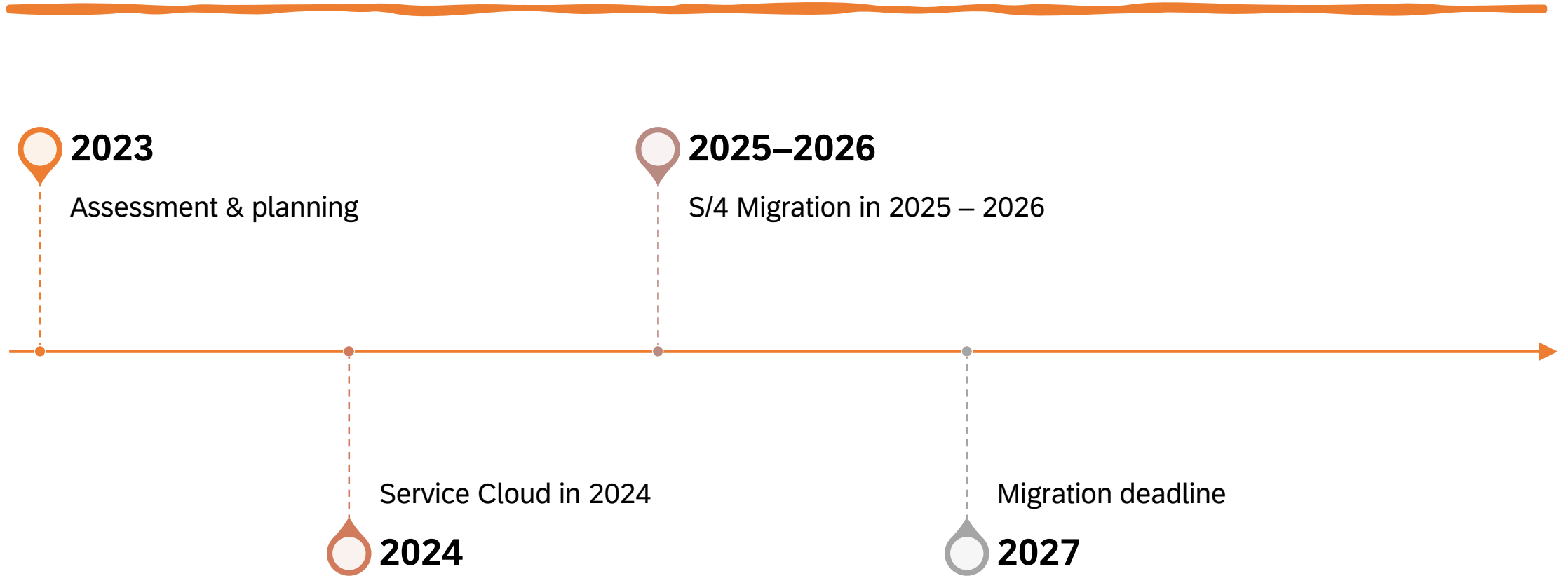


Work
management

The future of SAP @ TPU



Timeline



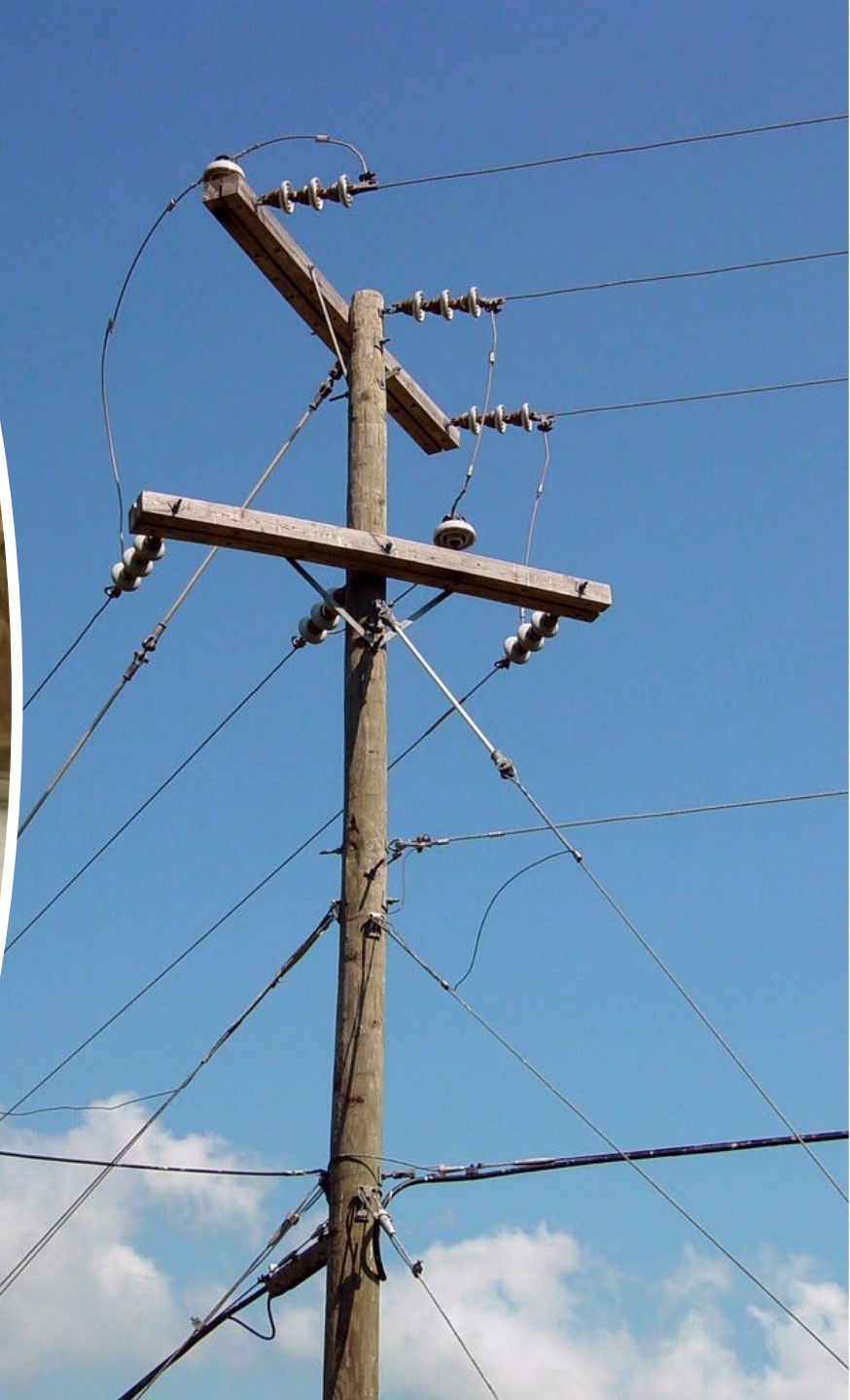
An overhead view of four call center agents working at their desks. The agents are wearing headsets and are focused on their work. The desks are equipped with computers, keyboards, and various documents. A large, semi-transparent white circle is overlaid on the left side of the image, containing the text 'Service Cloud' and a list of features.

Service Cloud

- Customer relationship management
- Unified agent desktop
- Case management
- 360 customer view

To be determined...

Asset Management
Work Management





Question & Response