



# Optimizing Exelon's costs and performance

How EPI-USE Labs enabled Exelon to right-size their estate for  
SAP HANA and S/4HANA IS-U





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Right-sizing of S/4HANA IS-U system



80% reduction in database size within sandboxes



Improved efficiency in development operations



Significant cost savings and enhanced performance

## About Exelon

Exelon, a Fortune 200 company and the largest energy delivery company in the United States, serves over 10 million customers through six regulated utilities. As the nation's top electric utility by revenue, Exelon is recognized for its industry-leading operations, consistently achieving top-tier performance in customer satisfaction, outage reduction, and service restoration.

## Challenges faced by Exelon during their digital transformation

In undergoing their digital transformation, Exelon faced a lengthy and costly refresh process in their S/4HANA IS-U system, with a substantial 10TB HANA instance on Production. Their systems were heavily customized, particularly for asset management and sales order processing.

Additional challenges included:

- High operational expenditure: With a substantial database footprint and decentralized systems, Exelon encountered escalating operational costs.
- Complex integration issues: Multiple SAP systems led to data latency and integration complexities, impacting operational efficiency.
- Customer satisfaction concerns: Issues like call handling time, data replication, and meter read accuracy posed challenges to customer service and satisfaction.



## How EPI-USE Labs helped Exelon's seamless S/4HANA transformation

EPI-USE Labs played a role in addressing Exelon's challenges through a multi-phased transformation approach:

- EPI-USE Labs began by reducing Exelon's data footprint and assessing their cloud readiness. This foundational work was crucial in ensuring a smooth transition to S/4HANA, minimizing risks, and addressing initial pain points.
- Leveraging EPI-USE Labs solutions and methodologies, Exelon executed a seamless S/4HANA conversion, including custom code remediation and system performance enhancements. The project employed Near Zero Downtime (NZDT) techniques to minimize disruption and ensure business continuity.
- Post-migration, Exelon focused on continuous innovation by introducing new tools, system upgrades, and infrastructure hardening measures. These initiatives ensured long-term sustainability and operational excellence.

Exelon's systems were heavily customized, particularly for asset management and sales order processing, necessitating bespoke solutions for data slicing. EPI-USE Labs brought in-built definitions of the IS-U data model, completing a Proof of Concept (PoC), which then progressed to a full implementation. This approach led to an 80% reduction in database size within sandboxes, with the successful solution ultimately handed over to Exelon for ongoing usage.

Exelon also used Object Sync, part of the EPI-USE Labs' Data Sync Manager (DSM) Suite, to provide on-demand test data and manage multiple projects' data needs in a single SAP client, which simplified business and development operations processing. By carefully selecting the use of Object Sync to provide a controlled approach to test data provisioning, Exelon has been able to accelerate and improve efficiency in their development operations processes.



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# Exelon's outcomes: Cost savings, enhanced performance, and elevated customer experience

Exelon's transformational initiatives yielded several noteworthy outcomes:

- By right-sizing their SAP estate and embracing cloud technologies, Exelon achieved significant cost savings, reducing operational expenditure and infrastructure maintenance costs. The cloud migration also eliminated the need for costly on-premises hardware upgrades.
- The migration to S/4HANA and cloud infrastructure improved system performance, enabled real-time analytics, and streamlined business processes, leading to more agile and efficient operations.
- With enhanced data integrity, streamlined collections processes, and improved customer service interfaces, Exelon significantly elevated the overall customer experience. The implementation of CRM and Fiori Apps, such as Customer 360, reduced call handling times and increased customer satisfaction.

Exelon's journey underscores the importance of strategic planning, collaboration, and continuous innovation in SAP transformation initiatives. By prioritizing cost optimization, performance enhancement, and customer-centricity, organizations can unlock new levels of efficiency and competitiveness in today's digital economy.



This was a fantastic project to show how much value EPI-USE Labs offers clients running SAP IS-U and optimising transformation projects to SAP S/4HANA.

James Watson, EPI-USE Labs

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