

TECHNOLOGY INNOVATION

<BILLING/ENERGY>

Energy Bills

Seamless integration with SAP billing data

INSIDE

Case Study: Energy Corp.

- ▶ Bills from SAP Data are rapidly designed and produced
- ▶ Multiple languages for one bill and data driven power usage comparison charts
- ▶ Easy integration with postal processing and archiving



ISIS Papyrus:
SAP Partner - Software - with Certified Integration

Seamless Integration with SAP Billing Data

Merger objectives of an energy provider are met with powerful, WYSIWYG design tools and a flexible interface for SAP RDI data files.



As a diversified energy company headquartered in Ohio this electricity provider and its subsidiaries and affiliates produce more

than \$12 billion in annual revenue and own approximately \$31 billion in assets. They are involved in the generation, transmission and distribution of electricity, as well as energy management and other energy-related services.

SAP Partner - Software - with Certified Integration

The seven electric utility operating companies together comprise the nation's fifth largest investor-owned electric system. It serves 4.5 million customers in Ohio, Pennsylvania and New Jersey producing over 76 billion kilowatt-hours in 2005.

■ The Requirements

In conjunction with a merger in 2001 the use of SAP R3 for business applications and the continued use of the ISIS Papyrus Document System for billing was decided for all operating companies. The former company had originally selected Papyrus in conjunction with their Y2K and SAP implementation because ISIS demonstrated its ability to quickly design and produce bills from SAP data. Papyrus fulfilled this need for greater flexibility, document quality and volume print processing that SAP couldn't offer alone.

Document processing requirements included:

- Dynamic Formatting including multiple languages and charts (pie, bar)
- WYSIWYG design of billing and notice applications including spell check
- Flexible print formatting including IPDS, and AFP resource compatibility
- Handling of SAP RDI data (raw data interface)
- Integration with postal software processing and bar-code support

ISIS Papyrus demonstrated its ability to quickly design and produce bills from SAP data

■ Decision Criteria for Papyrus

The Energy Corp. was able to quickly produce bills and notices for all merged operating companies based on prior experiences with the rapid development capabilities of the Papyrus Document System. Key Papyrus capabilities necessary for merged, expanded processing were: variable data, dynamic processing, flexible data handling and visual designing with full previews of all document pages.

MOTIVATIONS for INNOVATIONS

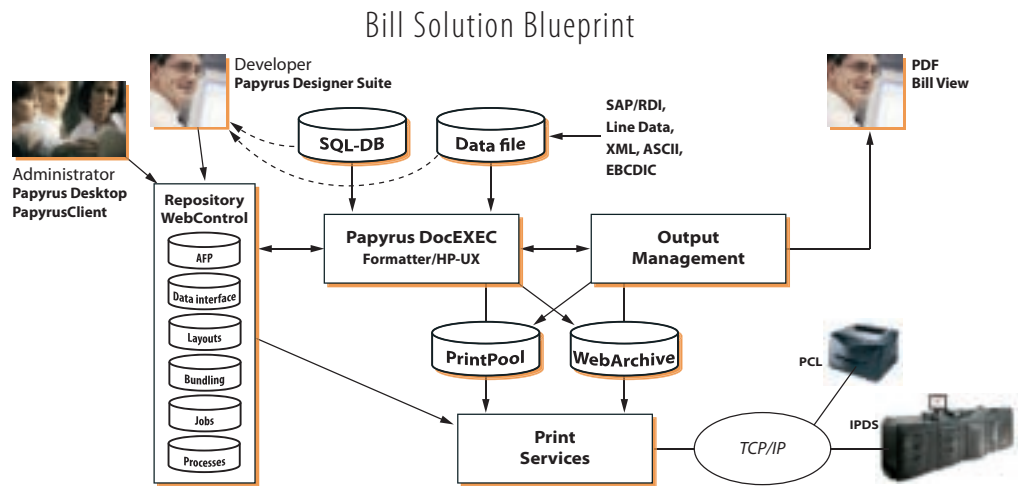
Motivation: Rapid development and ease of handling SAP data and producing high volume utility bills and notices for multiple operating companies

Innovation: Enhancing corporate identity and customer communications along with maximizing postal discount processing and multi-channel output for integrating with other systems (EBPP, EDI, EFT, ...)

Solution: Papyrus Document Solution for designing and formatting utility statements and notices

■ The Solution

The Energy Corporation's Bill Print solution uses Papyrus Designer and Papyrus DocEXEC. Every night the company processes bills using Papyrus for its seven operating companies with volumes of 50,000 to 200,000 accounts. Additionally collective/master/voucher processing of 10 to 100 bills varying from 5 to 200 pages is done. Other applications include the printing of letters with volumes of 100 to 30,000 per cycle and check generation with volumes of 25,000 a month.



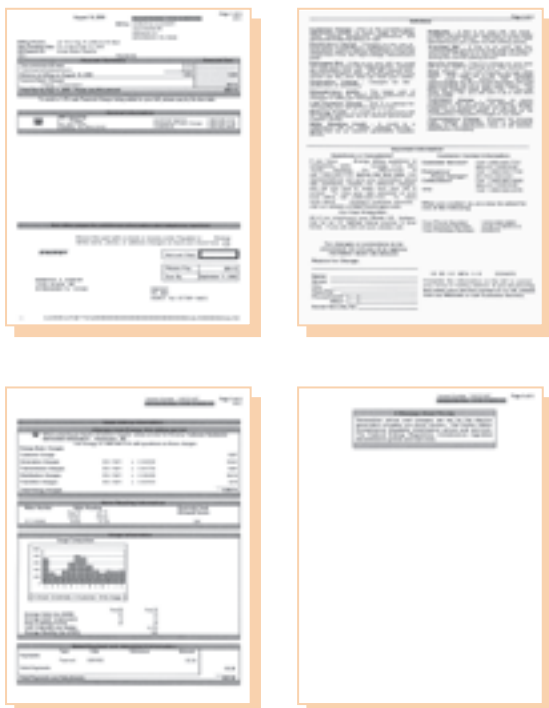
Papyrus Designer's WYSIWYG design capabilities enable rapid development and updating of new or changed bill formats.

Papyrus Designer's WYSIWYG design capabilities enable rapid development and updating of new or changed bill formats. Features used include: conditional processing to produce consolidated billing for multiple services. And for the different subsidiaries, data-driven power usage comparison charts, conditional notices and marketing messages.

To start batch processing, SAP application servers generate RDI or plain text and send the data to its' own unique, remote queue. Then a series of UNIX scripts automate formatting and printing.

- The first script checks for the number of concurrent spool runs and launches the formatting procedure.
- The second script invokes Papyrus DocEXEC formatting for each spool request, creating an index file and log file

Sample bills



that is used for postal processing to add the carrier's route information.

- The third script checks that all post-processing is completed, merges the updated log information and runs the postal optimization routine to generate the final print order to maximum postal discounts.
- Then this print order is sent to the Papyrus DocEXEC post-processing application which imports the earlier pre-composed, indexed AFPDS documents in the correct order, adds the additional document information including carrier routing and barcodes, and produces the final AFPDS.
- This final AFPDS is then processed by the OCE print server and printed on the Pagestream 1000.

■ Benefits during the merger and initial implementation

- Support of Merger objectives (e.g. speed, cost effectiveness, minimization of new investments, maintaining customer satisfaction)
- Minimize investment in new solutions for merged billing operations
- Productivity gains from the use of existing skill-sets and experience with SAP and ISIS Papyrus
- Rapid Development of initial applications as well as changes for merged operations
- Flexibility of Data Interfaces including how efficiently Papyrus handles the SAP RDI data files
- How easily and quickly developers can make changes to applications
- Ease of integration with postal processing, archiving software and other print management applications

PAPYRUS PRODUCTS *in use*

Papyrus Designer on Windows

WYSIWYG dynamic document design

Papyrus DocEXEC on HP-UX

High speed document formatting engine

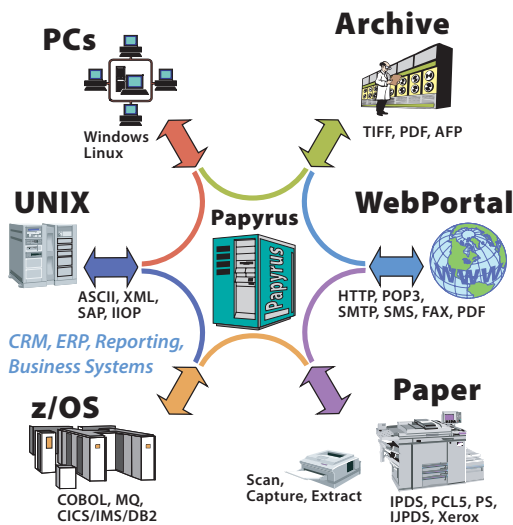
Papyrus Postprocessing/PrintPool on HP-UX

Bundling, sorting and reprinting of bills

Papyrus Server/PCL

Distributed printing to PCL printers

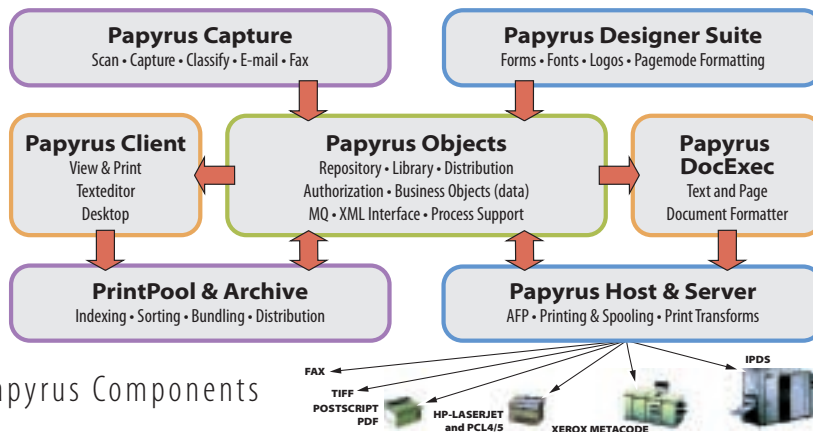
A **comprehensive and scalable solution** for centralized management of document applications, print and output operations that span web, client/server and host environments.



Papyrus Document Frameworks

- Automated Document Factory
- Enterprise Application Integration
- Enterprise Output Management
- Enterprise Content Management
- Business Process Management
- Portal and Web Applications
- Change Management
- Correspondence
- Campaign Management
- Print Management
- Capture/Classify/Extract
- E-mail, Fax

Organizations can **define, measure, and manage** output management across complex heterogeneous environments from centralized control points.



Papyrus Components



Billing with Papyrus

Advanced Info Service Public Co. Ltd **Thailand** • AMS American Management System **USA** • Belgacom/Belgacom Mobile **Belgium** • Bell South **USA** • BEZEK **Israel** • British Telecom **United Kingdom** • CAT **Thailand** • Connex **USA** • debitel **Germany** • DeTe Mobil **Germany** • Edisontel **Italy** • Far Eas Tone **Taiwan** • Gas Natural **Spain** • GPU **USA** • Israeli Electric Company **Israel** • Jazz Telecom **Spain** • Keyspan **USA** • Mannesmann Arcor

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