



Information Technology Management	Generation & Storage	Energy Trading & Wholesale	Utility Infrastructure Mgmt.	Energy Management	Business & Services Network	Customer & Partner Financials Management	Market Intelligence	Cust. Service & Commerce
Platform Mgmt.	Fuel Supply Chain Management	Energy Trading Strategy	Grid Operations	Energy Data Management	Services & Products Procurement	Contract Accounting	Marketing Management	Product & Service Lifecycle Mgmt.
Identity and Access Management	Generation Operations	Trade Front Office Management	Predictive Maintenance	Energy Portfolio Management	Partner & Supplier Lifecycle Mgmt.	Rating, Billing & Invoicing	Social Media & Sentiment Analysis	Sales & Commerce
Cyber Security	Storage Operations	Trade Back Office Management	Meter Logistic and Operation Services	Energy Data Settlement	Supply Chain Management	Claims, Returns, and Refund Mgmt.	Market analysis & Demand Forecast.	Demand Side Program Mgmt.
Information Governance	Energy Generation Demand Forecast	Risk Management	IoT Operations	Balancing Group Management	Order/Delivery Orchestration	Credit & Collections Management	Customer Insights/ 360° Analysis	Customer Service Management
Application Lifecycle Mgmt.	Dangerous Goods Mgmt. & Recycling	VPP Structuring & Direct Selling	Losses Management	Demand Side Response Mgmt.	External Workforce Management	Revenue Assurance	Campaign Management	Sales Planning and Performance Mgmt.
Database Management					Utility Regulatory Affairs		Customer Retention Management	Customer Interaction Mgmt.
Integration Capability							Cust. interaction monitoring	
Workflow and Collaboration								

Future Digital Utilities Business

Data Management	Asset Management	Asset Operations and Maintenance	Enterprise Performance Mgmt.	Asset Insights	Asset Acquisition			
IT Infrastructure Management	Finance	Financial Planning and Analysis	Treasury & Financial Risk Mgmt.	Accounting and Financial Close	Real Estate Management	Governance, Risk, and Compliance	Travel Management	Financial Shared Services
Data Warehousing	Sustainability	Corporate Sustainability	Environment, Health, and Safety	Product Safety and Stewardship				
IT Process Management	Human Resources	Core HR and Payroll	Talent Management	Time and Attendance Management	Human Capital Analytics			
Data Quality								