1. Story

This is relevant for an Electricity Distribution Company. Customers are billed based on their electricity consumption. Before generating the bill, meter reading is taken periodically in order to obtain the amount/unit of electricity consumed by the customer. The whole process is performed in SAP IS-Utilities (IS-U) using several transactions. Meter Reading Order (MRO) is generated in SAP IS-U and Meter Readers are assigned these tasks according to their designated locality.

The Meter Readers have to go to each of the customers’ premises (as per their list) and note down the reading from the meters installed in their premises. As they do not carry laptop along with them, the Meter Readers have to note down the meter reading manually. Once meter reading of all customers are complete for the day, they come back to the office and enter the readings in SAP IS-U.

During this manual intervention or any other reasons, meter readings for some of the customers can become abnormally high or abnormally low. This type of meter reading is flagged as “implausible” readings. These implausible meter readings can be viewed by Supervisor. Supervisor can take the following actions on these implausible meter readings:

- Approve this reading (based on certain parameters)
- Enter the system-estimated meter reading
- Assign this to Inspector for revisiting the customer premise and take the reading again.

Inspector does similar work as the Meter Readers. In addition, the Inspector has to fill comments why this meter reading was implausible.

Meter Readers and Inspectors face difficulties in finding their tasks assigned to them. They have to note down their task and then go to customer premise. They have to enter the details again into the system after returning from office. Supervisor faces difficulty in obtaining parameters while approving the meter reading. An application would be very useful for the above purpose targeted to these groups.
2. Persona

2.1 Persona – Meter Reader

Name: Sandy

Improve productivity to enable to take more readings daily

Note downs the tasks assigned.
Travel to customer premise.
Take meter reading
Enter meter reading in SAP

“For me, I would like to …”

Take as much meter reading as possible.
Enter reading without any error.
Enhance productivity

Need to note down all the tasks assigned.
Note down meter reading manually and again enter it on system.

NEEDS
I need an online system to avoid duplication of work

STAKEHOLDERS
Main persons in contact during work:
Supervisor, Customer

MAIN GOALS
Increase efficiency and productivity
Reduce customer complaints.
Streamlining all activities

PAIN POINTS
Need to open several transactions for checking implausible readings, previous readings of the customer and approve readings. This takes lot of time

2.2 Persona – Supervisor

Name: Samuel

Reduce customer complaint. Reduce implausible entries

45 years old, Electrical Engineer

“For me, I would like to …”

Check implausible readings
Check previous readings of the customer
Approve/Estimate readings
Assign work to Inspector

NEEDS
I need a system to facilitate my work in checking previous readings, estimating and assign task to inspector easily

STAKEHOLDERS
Main persons in contact during work:
Meter Reader, Inspector

MAIN GOALS
Increase efficiency and productivity
Reduce customer complaints.
Streamlining all activities

PAIN POINTS
Need to open several transactions for checking implausible readings, previous readings of the customer and approve readings. This takes lot of time

COMPETENCIES
2.3 Persona - Inspector

Name: Mike
37 years old, Electrical Engineer

Main tasks and frequency:
- Note down the tasks assigned.
- Travel to customer premise.
- Take meter reading.
- Investigate the reason of error.
- Enter meter reading in SAP.

Job Title / Role: Inspector

Main Goals:
- Take as much meter reading as possible.
- Investigate the cause of error.
- Enhance productivity.

Pain Points:
- Need to note down all the tasks assigned
- Note down meter reading manually and again enter it on system.

NEEDS:
- I need an online system to avoid duplication of work.

Stakeholders:
Main persons in contact during work: Meter Reader, Supervisor

3. User Experience

3.1 Current User Experience Journey of Meter Reader

<table>
<thead>
<tr>
<th>Mindset</th>
<th>Actions</th>
<th>Touch Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is on the Persona’s mind while taking the actions of their journey? How do they feel each step of the journey?</td>
<td>Need to take meter reading</td>
<td>Computer</td>
</tr>
<tr>
<td>Need to go to customer's premise</td>
<td>Need to open computer</td>
<td></td>
</tr>
<tr>
<td>Need to note down the reading</td>
<td>Need to enter the data in SAP</td>
<td></td>
</tr>
<tr>
<td>Open computer</td>
<td>Customer Premise</td>
<td></td>
</tr>
<tr>
<td>Enter the t-code to get the tasks</td>
<td>SAP IS-U</td>
<td></td>
</tr>
<tr>
<td>Note down the tasks and address</td>
<td>Customer Premise</td>
<td></td>
</tr>
<tr>
<td>Go to the Customers’ premise</td>
<td>SAP IS-U</td>
<td></td>
</tr>
<tr>
<td>Note down the reading</td>
<td>Customer Premise</td>
<td></td>
</tr>
</tbody>
</table>

Forgot the t-code for this |
3.2 Current User Experience Journey of Supervisor

Mindset
What is on the Persona’s mind while taking the actions of their journey? How do they feel each step of the journey?

Actions
What actions and activities does the Persona take while going thru the journey to achieve their goal?

Touch Points
What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)

3.3 Current User Experience Journey of Inspector

Mindset
What is on the Persona’s mind while taking the actions of their journey? How do they feel each step of the journey?

Actions
What actions and activities does the Persona take while going thru the journey to achieve their goal?

Touch Points
What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)
4. Mock Up

4.1 Application for Meter Reader

4.2 Application for Supervisor
4.3 Application for Inspector

5. SAP Web IDE App

5.1 Application for Meter Reader
5.2 Application for Supervisor