



Accelerating Digital Operations for a Global Energy Leader

28%

Faster Field Service Response Times

\$15M+

in Annual Cost Savings

23%

Boost in Project Throughput

OVERVIEW

Client: Global Energy Leader

Geography: North America

Employees: 15,000+

Revenue: \$20B+

Line of Business: Renewable and Conventional Power Generation

Processes: Field Service, Procure-to-Pay, Meter-to-Cash, Customer Service

Systems: SAP, Salesforce

Challenges

This Global Energy Leader, one of the world's largest utility companies, faced growing operational complexity across its digital transformation programs. As it expanded its use of SAP and Salesforce to support grid modernization, customer service, and field operations, the company needed a better way to measure process efficiency and identify performance gaps across critical value chains.

- **Lack of End-to-End Visibility:** With legacy systems and highly distributed operations, the organization had limited visibility into key processes like field service dispatching, customer onboarding, and meter-to-cash cycles.
- **Operational Bottlenecks:** Teams struggled with delays and inefficiencies across procurement, maintenance, and service delivery, resulting in higher operating costs and longer resolution times.

Solution

The company partnered with Apromore to bring process intelligence into its digital operations strategy, ensuring data-driven visibility, faster optimization, and measurable impact.

- **Process Discovery at Scale:** Apromore provided a real-time view into end-to-end processes across SAP and Salesforce, allowing teams to map actual performance against expected execution and uncover hidden inefficiencies.
- **Field Service & Asset Optimization:** By analyzing dispatch-to-completion cycles, the company identified idle time, work order scheduling inefficiencies, causes for missing first-touch resolution targets, and regional performance variances, enabling faster service and better resource allocation.
- **Simulation & "What-If" Analysis:** Using Apromore's simulation capabilities, the energy leader was able to test improvements in scheduling, procurement cycles, and exception handling—before rolling them out live.
- **Cross-Functional Insights:** Teams across IT, operations, and customer experience used Apromore to align on shared KPIs, benchmark performance, and drive faster decision-making with confidence.

Results

Through its partnership with Apromore, the company achieved meaningful impact across its most critical operational areas:

28% Faster Field Service Response Times:

By optimizing scheduling and increasing first-touch resolution rate, the company significantly reduced delays in field service operations, and improved customer experience.

\$15M Annual Cost Savings:

Improvements across the meter-to-cash and procure-to-pay processes led to substantial operating cost reductions.

23% Boost in Project Throughput

Streamlined workflows and automation opportunities for contract switching and renewals uncovered through Apromore accelerated capital project execution timelines.

Actionable Visibility Across SAP & Salesforce

Teams gained a single source of truth across platforms, enabling rapid identification of issues and consistent performance monitoring.

Conclusion

With Apromore, this global energy leader successfully embedded process intelligence into its operational playbook –gaining the transparency, speed, and agility needed to meet growing demands in energy delivery and infrastructure investment. Apromore’s platform helped the organization scale smarter, optimize faster, and deliver results across both conventional and renewable operations.



About Apromore

The Apromore™ platform is an easy-to-use, fast-to-deploy AI-driven process mining solution that enables business and technology teams to quickly visualize and analyze their business processes, and simulate proposed changes prior to implementation in order to measure impact and risk.

The result of over a decade of extensive research and innovation from leading universities, the Apromore platform includes no-code features and a simple UI that continuously delivers new insights into operational performance and compliance.

For more information, visit <https://apromore.com/product>