

# Sudipta Saha [Enterprise Business Architect (Utilities)]

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## Summary

Energetic, trusted, and detail-oriented IT Professional and solutions provider with over 20 years of overall experience, 10 years of experience in SAP Project implementation as functional & business process expert for utility market, 4+ years of experience in business development & pre-sales as domain consultant, 2 years of experience in project management and 4+ years of experience in leading the Customer Service and Customer Experience area of growth and transformation group. Has work experience in agile project and for de-regulated market conditions. Worked for both B2C and B2B customers for utility business.

Product owner and domain advisor for the AI solution in Utility space for the company. Driving business use cases using AI/GenAI solutions and agentic solution orchestrations.

Well aware and closely monitoring the recent advancement in the CIS space in the form of emerging solutions like Kraken, Gentrack, Kaluza, etc. along with the traditional ones i.e. SAP IS-U, Oracle CC&B, etc.

Omni-channel customer experience using AI/GenAI along with the core CX solutions such as Adobe, Sitecore, Drupal, etc. for portal and mobile app.

Thoroughly hands on in terms of solutioning, content authoring and bid shaping, actively led/participated in large deals and bid defense sessions.

Worked with client Business and IT teams to deliver business process re-imagination and improvements. Also identified and prioritized the opportunities for realization.

Successfully delivered complex regulatory SAP programs with 35 team strength. Also led large team of ~70 people for Oracle suit of applications i.e. CC&B, MDM, QM, Fusion, AFMS, etc.

An enthusiast in the agile methodology. PSM1 certified and nurturing agile mindset across teams at organization level. Strong domain consulting, project management, implementation, analytical and training skills using best practices.

Overview knowledge of S/4 Hana, SAP CRM, SAP ISU, and R/3; Detailed knowledge of SAP IS-U Device Management. Also, has overview of Oracle CC&B and MDM functionalities.

## Specialties

- Opportunity Identification in Customer Service & Customer Experience ensuring organizational growth in these areas.
- Solution of pre-sales processes (RFP/RFI/Proactive) involving latest technology advancement on AI/GenAI and CIS/CX.
- Roadmap for the utility client growth and transformation with products selection and implementation for Customer Information System (CIS) and Customer Experience (Portal/Mobile/IVR)
- Business context and application of Agentic AI – example Contact Center, CSR Agent Assist, etc.
- Business capability mapping & transformation strategy
- Multi-platform system orchestration (CIS + CX)

- Legacy migration & transition leadership
- Presales support & large-scale deal winning
- Stakeholder advisory & regulatory compliance
- Utility Domain Consulting and Business Process Re-imagination
- Value Creation and KPI
- Business Process Mapping and Improvement
- SAP ISU/Oracle CC&B Project & Program Management
- Cut-over & Deployment
- Team Building & Leadership
- Process Improvement
- Agile Scrum
- Client Management

## Goal

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and help me achieve organizational as well as personal goals.

## Experience

### UTILITY BUSINESS ARCHITECT

**TATA CONSULTANCY SERVICES | JUN 2005 – TILL DATE**

#### **Customer Service & Customer Experience Lead for Utility Growth & Transformation| Oct 2022-Till Date | 4 Years**

Working as Customer Care advisor for the utility business use case development leveraging AI and GenAI. Worked as a lead in the innovation & transformation group for customer service and customer experience areas. Primary responsibility involves anchoring solutions for RFP's and proactive opportunities to drive business development. Addressing needs of utility customers globally covering CIS modernizations and CX transformations for both traditional and new age CIS/CX solutions. Core technology coverage encompasses SAP, Oracle, Kraken, Gentrack and other CIS platforms along with the customer experience such as Salesforce for CRM, portal/mobile solutions with Adobe, Drupal, Sitecore, and custom UI components.

Recently was involved in defining the transformation and modernization strategy in the Customer Care area for one of the large utility customers spanning across US and Canada. Had deep interactions with Directors and Architects from the client's side to establish healthy revenue pipelines.

Few months back, led an opportunity and converted it to win for large Australian utility distributor for their billing solution implementation in Gentrack which was one of its kind.

Extensively, working on the opportunities on modern utility trends with the advent of AI and GenAI such as contact center modernization with AI/GenAI, bringing efficiency in implementing and supporting IT solutions leveraging GenAI with measurable KPIs. Agentic AI for bill query, customer move-in/move-out, asset life cycle management with proactive maintenance, and so on.

Also, involved in prototyping and shaping the solutions on distributed intelligence for AMI 2.0 meters.

**Location:** Kolkata, India, Australia

**Products:** SAP S/4HANA, Oracle CC&B/C2M/CCS, Kraken, Gentrack, Kaluza, Adobe, Drupal, Sitecore, etc.

**Responsibility:**

Generating and tracking revenue based on RFP/RFI and proactive proposals. Tailor made solution based on customer nuances and geography-based variations. Close collaboration with analysts on utility market evolution and trends. Infusion of Generative AI into the transformation and AMS programs. Discussions with CXOs and consulting engagement for transformation roadmap addressing both near term and future business objectives. Strategic partnerships management with OEM product vendors.

**Utility Domain Consultant for Growth & Transformation | May 2020-Sep 2022 | 2 Years 4 Months**

Worked as a domain consultant in the innovation & transformation group for customer & market areas. Primary responsibility involves anchoring solutions for RFP's and proactive opportunities to drive business development. Focused on ANZ geography covering CIS modernizations for both SAP and non-SAP customers. Clients being addressed are mainly from retail and distribution sides of the utility value chain.

Few months back, led an opportunity and converted it to win for large Australian utility distributor for their CRM implementation in PEGA which was one of its kind.

Extensively, working on the opportunities on modern utility trend such as virtual power plant (VPP), distributed energy resource (DER), battery energy storage system (BESS), electric vehicle (EV), prosumer, etc. Also, involved in Tier 2 CIS solution propositions for the emerging utilities and engaged in strategic roadmap development for the utility clients who wants to establish decoupled landscape, instead of monolithic one considering TCO and risk.

Actively involved in story/content writing and publishing them internally & externally. Recent achievement was related to paper/PoV submission and recognition from Indian Smart Grid Forum (ISGF).

**Location:** Kolkata, India

**Products:** SAP, PEGA, Tier 2 CIS (e.g. Powercloud, ENSEK, etc.), enbala for VPP orchestration.

**Responsibility:**

Performed solutioning for proposals and subsequent defense presentations. Guided customers in consultancy engagement for establishment of multi-product retailer. Helped clients designing assisted channel solution with guided navigation and next based action (NBA) for effective complaint resolution.

**SAP Utility Domain Consultant & Project Lead | Sep 2018-Apr 2020 | 1 Year 8 Months**

Worked as a domain consultant and project lead for the major Belgian utility customer that is one of the largest producers and suppliers of natural gas, electricity in Netherlands and Belgium serving more than 2 million business and residential customers. MIG6 is a market evolutionary step for the Belgian Energy Market and it was important for the customer to move towards it for market compliance and to evolve its applications towards a more sustainable future considering both business process and technology.

Also, worked in multiple RFPs for European (Electricity & Gas) and US (Gas) clients. Conducted several due diligence sessions. Provided capability presentations for several Clients. Presented in multiple RFP defense sessions. Actively worked upon proactive proposals for existing customers.

**Location:** Kolkata, India

**Products:** Siebel CRM, SAP ECC, BizTalk

**Responsibility:**

Performed business process workshops and assessment of business requirements for the Product Backlog. Defined and finalized the epics. Participated in Daily Scrum and clarified impediments. Performed Sprint Planning and execution followed by Sprint Review and Sprint Retrospective. Delivered epics for the business processes.

**Utilities Business Solution Architect Experience| Nov 2016 – Aug 2018 | 1 Year 9 Months**

Worked as a business solution architect for a leading energy company in the UK that is involved in generation, transmission, distribution and retailing of electricity & gas. The project was to support 40 B2B applications with onsite/offshore model. Also there were enhancements along with the support activity.

**Location:** Kolkata, India / Exeter, UK / Manila, Philippines.

**Products:** Oracle CC&B, MDM, QM, Fusion, AFMS.

**Responsibility:**

Conducted pre-transition business workshops, with client SME based on business objective and context. Knowledge transition taken from the incumbent – business process workshops conducted on Suspect, Prospect, Opportunity, Quote, Registration, Billing, Contract Round, etc. Played the role of business integration architect for Oracle suit of applications. Conducted business discussion with client and vendor to improve system performance. Managed enhancements from resourcing, planning, monitoring, and delivery perspective. Conducted periodic status meeting with customer.

**Utilities Market Data Communication Lead Experience| Dec 2012 – Oct 2016 | 3 Years 10 Months**

Worked as a market data communication lead for a leading energy company in the UK to deliver Smart Meter Roll-out project. The solution included appointment booking, work order creation, completion, goods movement, and market data exchanges.

**Location:** Crawley, UK

**Products:** SAP IS-U, WM, PM, Click Schedule.

**Responsibility:**

Performed End to End solution design for the Smart Metering Program in meter asset manager role. Played solution architect role to define gas data model, to design dual fuel solution and interaction with hand-held device. Prepared HLD and reviewed FS for the system changes. Worked in installation & commissioning of smart metering system including meters (electricity & gas), in-home display (IHD), communication hub.

## **SAP IS-U Device Management Consultant Experience| Mar 2009 – Nov 2012 | 3 Years 8 Months**

Worked as device management consultant for SAP implementation in one of the largest electricity retailer in the UK. The SAP implementation was for 4 million residential customers.

**Location:** Leeds, UK

**Products:** SAP IS-U, SAP CRM, SAP IDEX, SAP UCES.

### **Responsibility:**

Performed blue printing and requirement gathering. Design solutions for several business processes such as meter to cash, home move, CoS gain, CoS loss, asset work, dispute & missing read process, must inspect process, long term vacant site process, etc. Produced functional specifications and configuration documents for metering, integration of device management with CRM & Billing. Worked in IDEX for industry flows, invoice correction, migration of device management objects, exception handling (BPEM).

## **SAP IS-U Device Management Experience| Feb 2006 – Feb 2009 | 3 Years**

Worked as device management functional associate for SAP implementation in one of the largest water utilities in the UK to deliver billing and customer service solution for 2.2 million customers.

**Location:** Kolkata, India / Worthing, UK

**Products:** SAP IS-U, SAP CRM.

### **Responsibility:**

Performed requirement gathering, detail design, configurations, integration with existing meter reading system and SIEMENS meter reading system. Supported development of custom objects. Actively involved in test script preparation and test execution, training material preparation, cut-over activities, and post go-live support.

## Technical Expertise

### TOOLS AND PRODUCTS

Google Cloud Digital Leader certified along with Azure AI Fundamentals from Microsoft. Also, an Associate for AWS Certified Solution Architect from the perspective of architecting the solutions backed by strong and trusted Open Group certification on TOGAF 9 Foundation. Experienced in SAP Device Management, SAP ISU, SAP CRM, SAP IDE, SAP PM, SAP ABAP, Oracle CC&B, MDM.

Having good exposure and appreciation of other products like Kraken, Gentrack, Kaluza, GridX (complex billing), SEW (portal and mobile) and many more in the CIS/CX space.

## Education

### **B. TECH. | 2004 | RAJABAZAR SCIENCE COLLEGE | UNIVERSITY OF CALCUTTA**

- Major: Electrical Engineering

### **B. SC. | 2001 | KRISHNAGAR GOVT COLLEGE | UNIVERSITY OF CALCUTTA**

- Hons: Physics

## Languages

**BENGALI** – Native proficiency

**ENGLISH** – Professional proficiency

**HINDI** – Elementary proficiency

## Personal Details

Date of birth: 4 Jul 1979

Interests: Sports, Music, Reading Books

Passport Details: Z6793923 | Issue Date October 11, 2022 | Valid till October 10, 2032