



Details

resolve+

6. März 2026
For Customer Only | Strictly Confidential

cerebricks.com

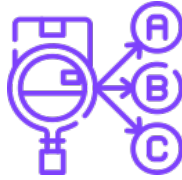
Understanding exceptions in the most efficient way

How resolve+ enables transparency analysis, and structural improvements



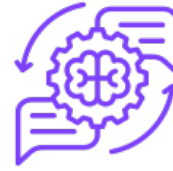
Identification of data inconsistencies

- Poor master data quality repeatedly generates errors in the MaCo Cloud
- Unclear error messages lead to processing delays and missed deadlines
- Errors also originate from the MCM processes and other SAP S/4HANA for Utilities modules



Clear analysis and solution

- resolve+ translates unclear error messages into clear, actionable recommendations
- Solution paths are automatically generated based on the Kniit knowledge graph - even for first-time errors



Processing via cerebricks BTP

- Central analysis platform
- Scalable, high-performance and system-friendly

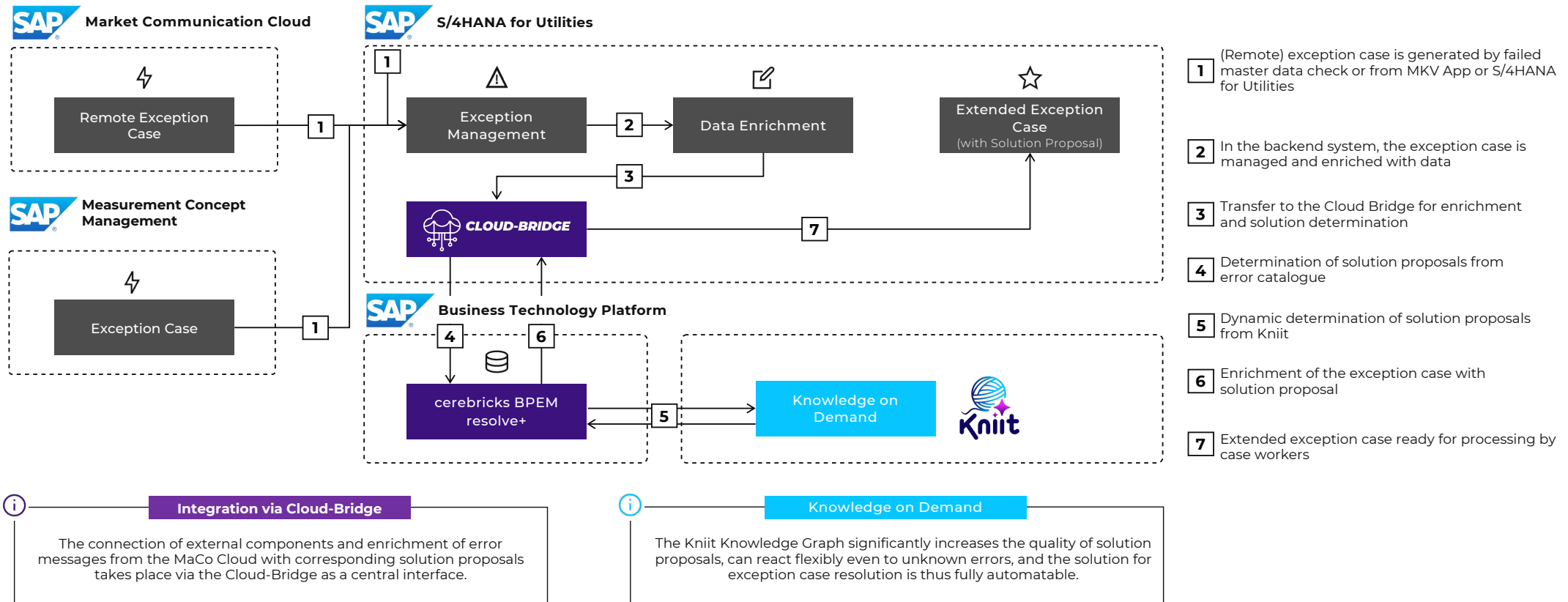


Sustainable quality

- resolve+ creates transparency about causes and correlations.
- Reduction of structural data and process errors

resolve+ | The path to intelligent exception case knowledge

AI-supported analysis and resolution of (remote) exception cases



Insight into current situation for remote exception cases

- Current text is not informative
- Difficult to form clear error clusters
- With the help of UBD coding and various SAP documents the error must be analysed time-consuming

Menü ▾ Anderer Fall Protokoll Zusatzauswertung Zuarbeit KF Objektverwendung in anderen Fällen Fall weiterleiten Dienste zum Objekt ▾ Anzeigen

Fall: 146387533 GPKE (Eing.): GPKE_SOS_DSO_SEND_CONF_SUPN

Business-Prozess: /US4G/CP US4G Status: Neu ▾

BusProzBereich: EIDE IS-U Unternehmensübergreifender Daten... Substatus: ▾

Fallkategorie: UG04 Beschreibung Ursprungsdatum: 14.04.2025 05:44:38

Bearbeiter: M92580 weiterleiten wegen: Fälligkeitdatum: 15.04.2025 05:44:38 ●

Vorh.Bearbeiter: Weiterleitungsgrund: Priorität: Mittel ▾

Objekte Prozesse Notizen Nachrichten Zusatzdaten

14.04.2025 05:44 Batch UC4_BATCH
Empty Field UBD: DEVICE-REGISTER_LIST-APPL_INTERRUPT Selection:all

Modernization of exception case processing

Suchen

Fall: MaLo: Anlage: PDoc:

RES Klärungsfalllösungsvorschläge (37)

☐ 🔍 Fall	Lösungsvorschlag	Marktlotation	Prozessdokument	Anlage
☐ 140906159	Fehlerbeschreibung:		0000000000031839662	>
☐ 140906155	Fehlerbeschreibung:			
☐ 140906152				

Lösungsvorschlag

Lösungsvorschlag:
Fehlerbeschreibung:

Wir haben ein iMsys TAF01/TAF07 Konstrukt, das einen Hybrid zwischen SLP (Standardlastprofil) und RLM (Registrierende Leistungsmessung) darstellt. Die Bilanzierung erfolgt über RLM, jedoch gibt es Profile wie bei einem klassischen SLP, über die abgerechnet wird. SAP hat eine Empfehlung ausgesprochen, entweder die Bilanzierung auf SLP mit hinterlegten Werten umzustellen oder neue Profilrollen zu definieren, die RLM in diesem Konstrukt zulassen.

Veraltet:
Total Annual Group =
Jahresverbrauchsprognose für QTY+31

Möglicher Fehler:

Zeitscheibenprüfung: Bitte überprüfen Sie die Zeitscheiben der Bilanzierung im Hinblick auf die Tarifierung. Stimmen diese überein? Beispiel: Die Bilanzierung für die Marktlotation (MaLo) wurde ab dem 01.08.2024 auf RLM umgestellt. Das Gerät wurde jedoch erst am 23.10.2024 von TF01 auf TF07 umgestellt. Die EoG hätte am

Klärfallnachricht:
-

Notiz erfasst:
Nein

Klärungsfalltext:
GPKE (Ausg.):
GPKE_SBS_DSO_SEND_REQ_SUP

140906159

[Zusatzinformationen](#) [Lösungsvorschlag](#) [Admin Daten](#)

Fall: 140906159 Marktlokation: - Anlage: - Prozessdokument: 0000000000031839662

Lösungsvorschlag

Lösungsvorschlag:
Fehlerbeschreibung:

Wir haben ein iMsys TAF01/TAF07 Konstrukt, das einen Hybrid zwischen SLP (Stand... [Mehr anzeigen](#)

Klärfallnachricht:
-

Notiz erfasst:
Nein

Klärungsfalltext:
GPKE (Ausg.):
GPKE_SBS_DSO_SEND_REQ_SUP

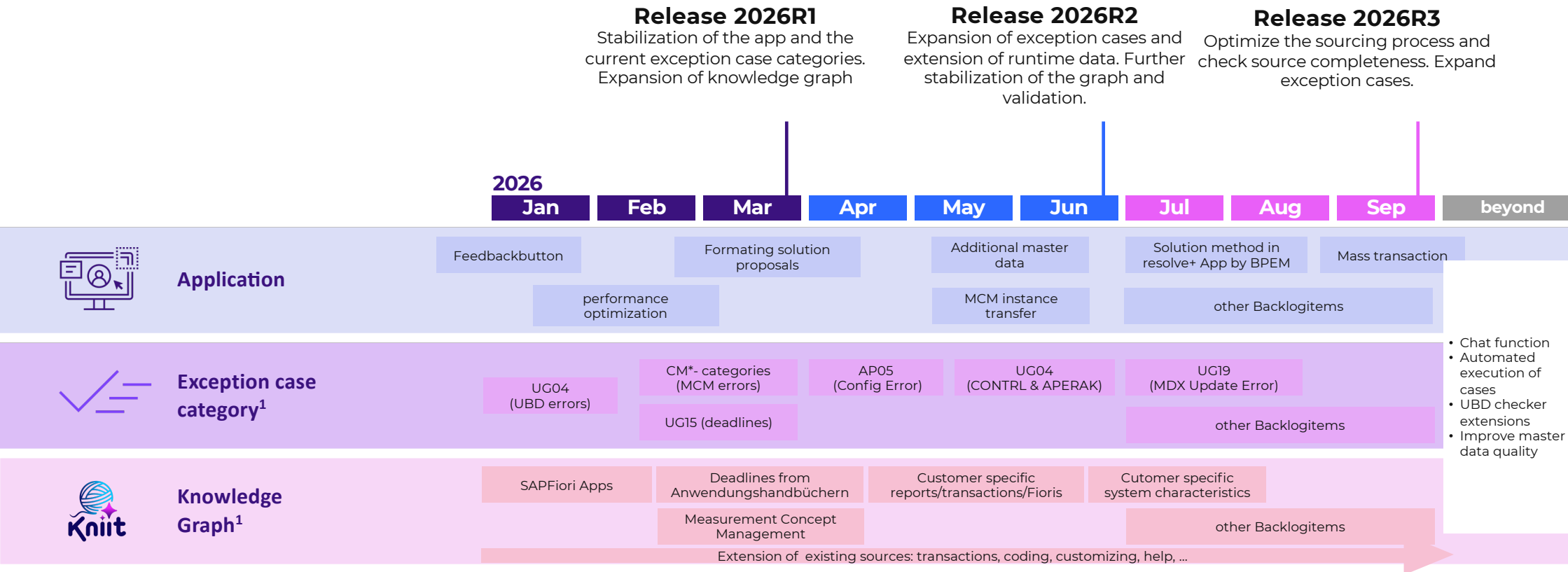
Admin Daten

- New app for exception cases with automated solution suggestions
- Simple selection and clustering based on multiple parameters

Roadmap resolve+ until end Q3/2026

Priorisierung ist unsere Sicht und erfolgt gemeinsam mit Kunden

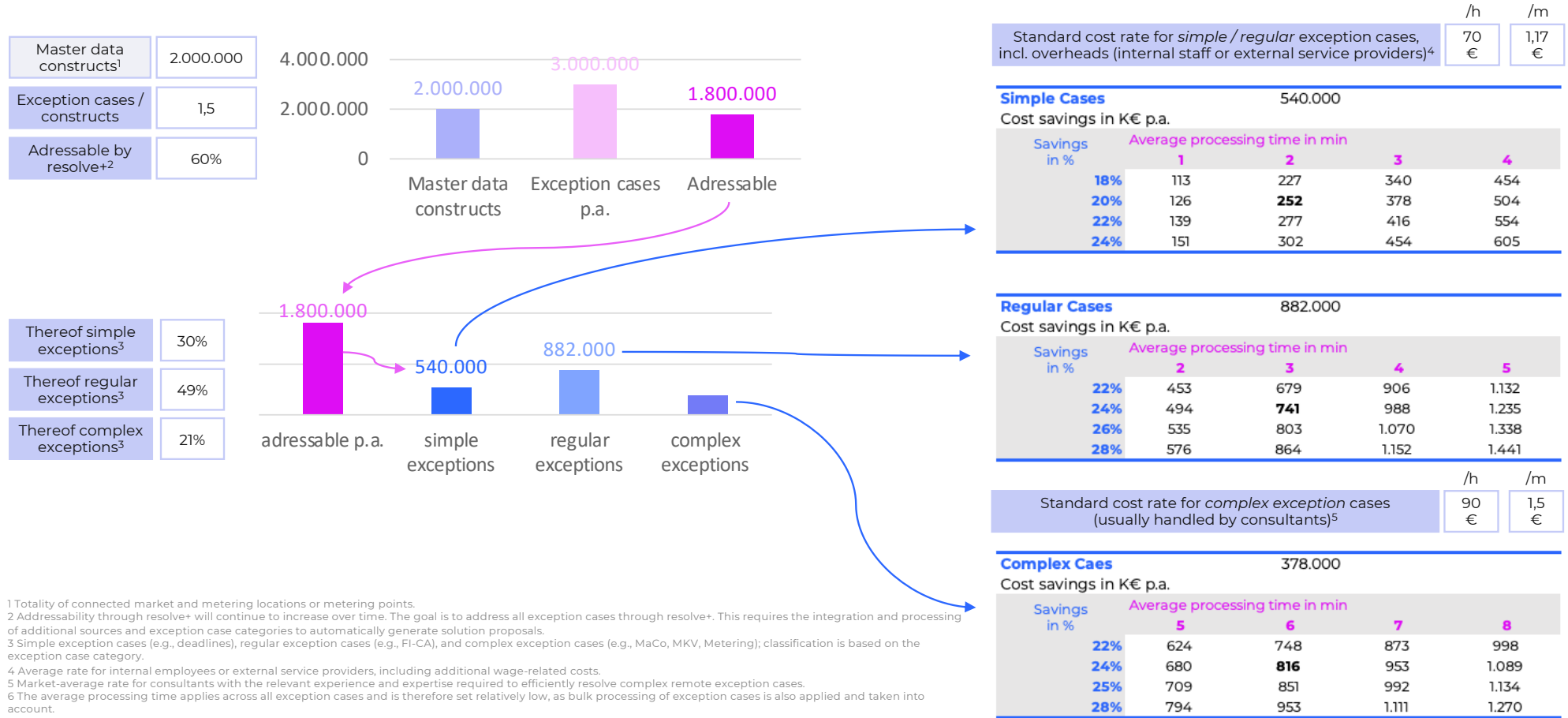
Planning, possible
subject to change



¹Exception case categories (customizing) and content of the knowledge Graph are independent to release cycles as they are updated permanently

Use case example and benefit calculation

Calculation is based on assumptions and will be verified with customer



¹ Totality of connected market and metering locations or metering points.

² Addressability through resolve+ will continue to increase over time. The goal is to address all exception cases through resolve+. This requires the integration and processing of additional sources and exception case categories to automatically generate solution proposals.

³ Simple exception cases (e.g., deadlines), regular exception cases (e.g., FI-CA), and complex exception cases (e.g., MaCo, MKV, Metering); classification is based on the exception case category.

⁴ Average rate for internal employees or external service providers, including additional wage-related costs.

⁵ Market-average rate for consultants with the relevant experience and expertise required to efficiently resolve complex remote exception cases.

⁶ The average processing time applies across all exception cases and is therefore set relatively low, as bulk processing of exception cases is also applied and taken into account.

⁷ The estimated savings are conservative and may be significantly higher.

resolve+ as flatrate or pay-per-use offering



Flatrate price

- The total number of exception cases is based on a 12-month period.
- Costs are billed monthly in equal amounts.
- The flat rate follows a fair-use policy, meaning that up to +30% is included. If utilization falls more than 30% below the agreed volume, a proportional adjustment will be applied to the following 12 months.
- Consistent monthly subscriptions enable predictable and reliably calculable costs



Pay-per-Use price

- Fixed price per exception case
- The number of exception cases is determined monthly, and the total costs are calculated based on the number of processed exception cases and the price per case (pay-per-use).
- Costs are billed on a monthly basis.

Switching pricing models



- The contracts include a **12-month term** and are **automatically renewed unless cancelled**
- After the **12-month term**, it is also possible to **select another pricing model**
- **Upon request and by agreement**, a **longer contract term** can also be chosen





Janine Krüger

Manager & Mako Experte

+49 170 376 8013

janine.krueger@cerebricks.com

www.cerebricks.com

Henrik Ostermann

Geschäftsführer

+49 160 360 3307

Henrik.ostermann@kniit.de

www.kniit.de

6. März 2026

For Customer Only | Strictly Confidential