

# INTELLIGENT UTILITIES

accenture<sup>></sup>operations

**Utilities across the globe are under pressure. New regulations. The new distributed utilities value chain. Many are facing declining revenues, smaller profit margins and high customer turnover.**

Traditional utilities are also challenged by the entry of new, formidable competitors with disruptive business models. The result? Utilities must transform and find ways to do more with less.

## HOW WE SOLVE IT

Utilities Business Process Services (BPS) brings together unmatched human ingenuity and intelligent technologies—including automation, analytics and artificial intelligence (AI)—to help our clients reinvent customer, asset and field service business processes, improve customer satisfaction and unlock new value.

## WHAT WE BRING

### Customer journeys commanded across multiple channels

Our digital command centre will provide the insights you need to drive digital shift and seamless channel, back office and field services orchestration.

### Applied Intelligence

Smart Analytics, Automation and AI are at the heart of our process transformation. We operate 1,000+ automation solutions and have effectively deployed 10+ AI solutions.

## Innovative Talent

Our clients benefit from access to our utilities process experts blended with specialists in automation, AI and analytics who can transform operations. Our people understand business and process problems, and collaborate to design creative solutions to manage customers, meters, distributed energy resources and networked assets.

### Cloud and SaaS plug-and-play solutions

Our use of cloud improves the integration of diverse data and solutions, bringing organizations more power to solve problems.

## RESULTS WE ACHIEVE

### Increase Revenue

- Compress product lifecycle/time to market from months to weeks
- Set up an agile product marketing lab as-a-Service converting CAPEX to OPEX and helping our clients expand their product portfolio

### Reduce Operating Costs

- Increase digital channels adoption and reduce incoming voice operations beyond 30%
- Reduced the manual aspects of the contracting and switching process by 50%
- Automated back-office transaction based activity beyond 60%
- Reduced up to 70% of claim activity in front and back office

## OUR SERVICES

### Digital Customer Interaction & M2C

Provides fully integrated customer operations across all customer lifecycle, delivers digital customer journeys and reduces cost to serve beyond 50 percent.

### Digital Energy Products & Services—Growth

Provides operations required to define, pilot, launch and industrialize new products and services. Compressing product lifecycle and speeding up new revenue.

### Advanced Metering Operations

Provides end-to-end operations to deploy and manage smart devices and enable new smart meter driven operations.

### Digital Field Worker

Provides end-to-end operations to manage and improve productivity of the field force.

## WHAT MAKES US DIFFERENT

### We drive to deliver business outcomes

By targeting specific value pockets, we help increase revenue with new products and services, protect revenue, reduce cost to serve, reduce OPEX and optimize CAPEX in networks and assets management.

### Our operations are fueled by technology

We digitize operations through automation of manual work, embedding analytics and digitalization of the customer touch points.

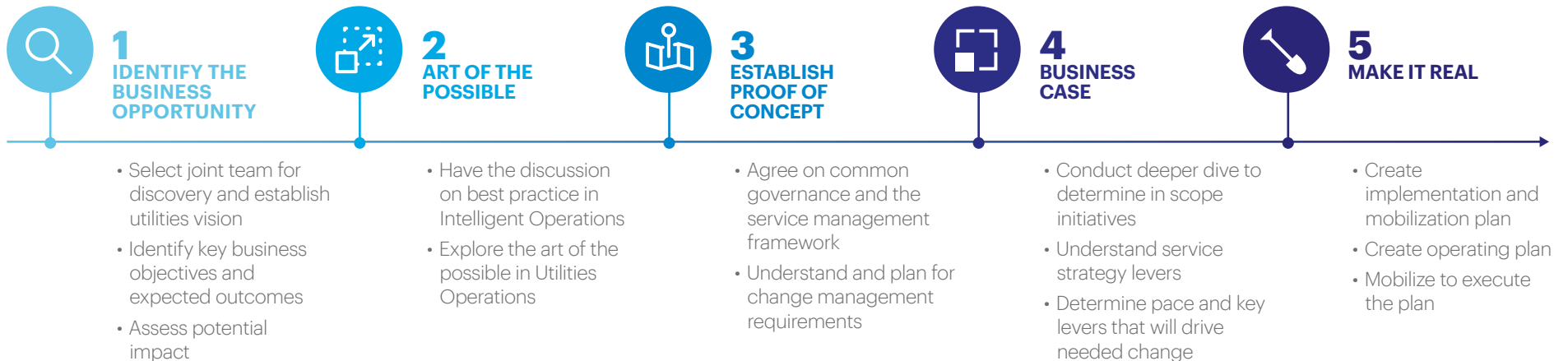
We deploy utilities-specific applications as-a-Service to enable a flexible, scalable operation that can assimilate large amounts of regulatory and market change.

### We build and run innovative as-a-Service operations backed by expertise

Our proven utilities expertise allows us to address key business issues, innovate business processes and implement robust operations.

We innovate and transform our services to drive continuous improvement to operations across the utilities value chain.

## HOW TO GET STARTED



## FIND OUT MORE

[www.accenture.com/UtilitiesBPS](http://www.accenture.com/UtilitiesBPS)