ARE YOU A FUTURE READY UTILITY?

The digital revolution is disrupting the electric, gas and water utilities. Every aspect of generation, transmission and distribution/ supply is being transformed by Digital and IoT technologies. The digital revolution will accelerate the disintermediation of the energy value chain- move producers and consumers closer.

The journey from disrupted to disruptor is possible. We can help you squeeze more value from the core investments you've already made. We can help you **Navigate your Next.**

Our offerings for the utilities industry are based on three principles –

Artificial Intelligence (AI)-powered core: capitalizes on data, predictive analytics and machine learning to distill actionable insights for uninterrupted service.

Agile digital at scale: creates an 'as-a-service' ecosystem with process-level APIs to support cloud-hosted applications, Industrial Internet of Things (IoT), and enterprise mobility.
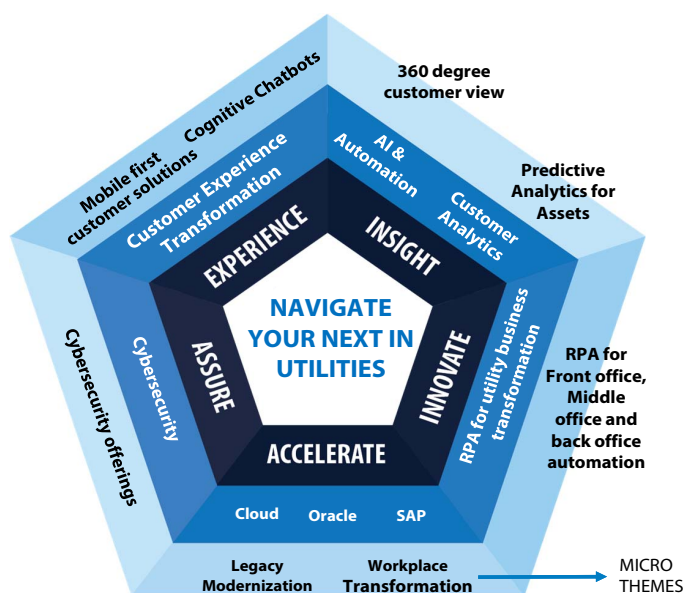
Always-on learning: trains stakeholders in new technologies to engage customers, rationalize cost of service, and prevent outages.

We have developed a digital framework that is built around driving 5 key business outcomes for our clients– Experience,

Insight, Innovate, Accelerate, and Assure. With this, we craft the way your customers experience digital solutions, help your business gain insight from data, innovate with you in the world of vertical platforms and digital-first engineering, accelerate your core digitalization and assure ways for you to establish digital trust.

We have reconfigured our entire service portfolio and our investments around enabling these 5 outcomes for our clients.

Experience: Adopt mobile-first customer service strategies and cognitive chatbots to delight customers.

Insights: Use digital data warehouse and big data analytics to glean business intelligence in real time.

Innovate: Robotic Process automation (RPA) can be adapted to vertical specific needs of Utilities spanning front, middle and back office functions.

Accelerate: Modernize legacy implementations to drive efficiencies across the business.

Assure: The fast pace of technological change is driving utility operators to look at ways of mitigating cyber security risks to ensure the safety of their Critical Infrastructure assets.

- **Infosys Cyber Security Platform** provides an integrated, unified view of your security posture, leveraging predictive analytics and AI. Cyber security solutions leverage the Infosys Cyber Security Platform, providing key features such as predictive threat analytics, automated cyber defense center, managed security services portal, and pre-built security dashboard.

- **Customer Experience Transformation:** Customers today expect and demand multi-channel engagement with their utilities. The new age customer wants real time updates and insights on their energy sources, usage trends and real-time service updates. Harnessing the potential of advanced analytics, smart grids, and the Internet of Things, utilities enterprises can nurture 'delighted' customers

- **AI-powered core energized by Infosys Nia,** our next-generation intelligent automation platform solution, provides workflow-based insights to monitor

and optimize critical assets through predictive intelligence for proactive maintenance. Data-driven insights lead to predictive modeling of power disruptions that can help in restoration activities and also build capabilities for a self-healing grid.

- **RPA for business transformation:** Our AssistEdge platform provides efficiency and codeless automation via chatbots and microbots which thereby enable realtime interaction with customers. Our customer Service and back office operations, Energy supply forecasting and operations have helped elevate every aspect of customer experience through enhanced automation.

- **Infosys ERP Solutions:** With PACE and platforms such as Cloud, SAP and Oracle, Infosys enables enable energy companies to move their legacy system to the cloud infrastructure such as GIS in the cloud for asset maintenance, mobile workforce management on the cloud, API, mobile-based architectures executed in agile approach.

Industry Accolades

Arizona Public Services (APS) CC&B implementation won the Best CIS Implementation Award during CS Week 2018.

Infosys positioned in the Winners Circle by HFS Research Blueprint report for Utility Operations 2017

For more information, contact askus@infosys.com

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