

# Transforming your business in the Water Industry

The water industry has not yet fully embraced digital transformation. Customers are increasingly demanding and are now actively dissatisfied with their providers. While utilities realise they need to enhance the customer experience, their best efforts to rebuild trust and confidence will be undermined by a growing digital divide, with consumers expecting a digital experience that the industry has so far been unable to meet.

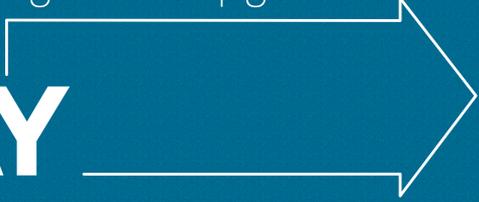
The current regulatory period brings challenges of increasing customer demands, leakage and water scarcity, energy cost management, aging infrastructure and deregulation of the market place. The impact of the 'Open Water' programme is a game changer for the water industry. It will drive change across the sector, creating a new market for retail water and sewerage services for 1.1 million non-household customers in the UK. Ofwat aims to facilitate the implementation of market reform in the sector and utilities must use digital technology to facilitate change.

AMP6 will prove a real test for the industry, as most water companies have a myriad of IT systems and the resulting problems of "Shadow IT" in order to keep up with ever changing regulatory demands. Driving down TotEx, compliance and 'cost to serve' while improving customer experience, optimising operating processes and increasing business efficiencies will be a huge challenge going forward.

At Capgemini we believe that all this creates significant opportunities for those companies that are able to think ahead and implement quickly.

Tomorrow's thinking from Capgemini.

RUNNING  
**TODAY**



People matter, results count.

## The utility company of tomorrow

The successful utility company of tomorrow will be hyperconnected. Where innovation appears faster at the far reaches of the organisation. Digital and cloud-based services will provide new opportunities to transform the water utility of tomorrow into a producer, gatherer and exchanger of information, products and services that together add value to their customers' lives. This will give their brand real meaning, rather than just being another commodity supplier.

Water companies need to work smarter, faster and safer for their customers and regulators.

This change will also provide organisations with an opportunity to invest in digital technology and capabilities, which will enable them to gain a competitive advantage in future. And as the challenges facing companies in the water industry mutate and evolve, the successful companies will be the ones that are best able to profit from continual change.

## Tomorrow's thinking from Capgemini and SAP S4/HANA

New technology, new opportunities and new customer relationships mean your company must become radically more agile and more responsive.

SAP and their new S4/HANA technologies offer the speed, power and analytics that can help water companies transform into true customer services. Capgemini were one of the first to see the new opportunities and potential of SAP's solutions – and we are pioneering ways of deploying them in the water industry.

So you can understand your customers better, and engage them more. So you can empower your workforce and reduce process inefficiencies. And so you can respond to new opportunities faster and keep ahead of your competition.



### RUN SIMPLER

Now you can achieve the business benefits right away, as we move away from monolithic large-scale implementations. Instead, we will help you build a roadmap, and deploy through a simpler and faster cycle of continual improvement across all of your business.

This more agile and collaborative process takes into account your specific starting point, your immediate business issues and opportunities, and defines a clear course to get you where you need to be.

Because the sooner running your business becomes simpler and more responsive, the better.

### RUN FASTER

Capgemini can now help you run your business faster and more responsively.

We will give you real-time understanding of your data, and the agility to take advantage of this greater insight into your customers, your products, your employees and your markets.

### RUN BETTER

At Capgemini we build better futures for our clients, implementing solutions in ways that give them radically more control over their business and more responsiveness to their customers.

Tomorrow's thinking from Capgemini.

## RUNNING TODAY

This new thinking is transforming the way we at Capgemini approach our business, too. The move away from monolithic implementations means we are better able to focus on the business benefits for our clients that come from a more distributed, faster cycle of continual improvement. This makes the process even more collaborative, constantly refining the way we work with and for our customers.

So Capgemini can help you run your business faster, simpler and more responsively. We can give you more control over your TotEx and a more efficient operation. And we can give you real-time understanding of your data, and the agility to take advantage of this greater insight into your customers and market trends.

This is how the business of tomorrow will be run.

## Why SAP?

SAP has been at the heart of the UK Water industry for over 20 years.

With the delivery of S4/HANA they have used their deep understanding of integrated business processes, data and the emerging technology explosion around cloud and in-memory computing to pivot into a new direction with their latest technologies and applications. And – in principle – these offer fundamentally new opportunities for businesses.

However, all this new business process and analytical power needs to move out of the IT department, and into the boardroom. This is where Capgemini comes in.



## Why Capgemini?

Capgemini have been involved in water in the UK since 1973, and have been part of the Government Strategic Water Initiative since 2009.

We've supported a number of utility clients in preparing for and managing major efficiency business change programmes on operations efficiency, customer experience, energy optimisation and asset transformation.

Our clients include Scottish Water, Severn Trent, Welsh Water, Anglian Water, Thames Water, Northumbrian Water Group and United Utilities.

Our experience in water ranges from energy to asset management, IT strategy to implementation and from smart assets to metering.

We're also one of the world's leading SAP partners, with over 16,000 SAP experts and 40 years' experience.

Our focus, however, is always on the business benefits that technology can bring.

The successful business of the future won't be driven by the IT department, but by the company's leadership. By giving you the integrated business processes and information analysis you need, Capgemini can help give you more control.

So you can move from being in a perpetual game of catch-up with what's happening in the water services market, or within your organisation, to being able to respond and adapt in real time, and to establish genuine relationships with your customers, employees and partners.

# As SAP technologies have evolved, so have the ways we implement them.

SAP projects used to be thought of as big and expensive. At Capgemini we are turning that idea on its head.

Now you can start getting the business benefits of your SAP investments without having to go all in. Because your company will transform in lots of small iterations, rather than in one disruptive upheaval.

That's where our Agile iSAP approach comes in. Agile iSAP improves project outcomes with richer customer collaboration that applies industrialized SAP project management to Agile development and enhances collaboration with customers, thereby cutting project timelines and wasted effort.



**SAP®** Recognized Expertise  
in SAP HANA®



How you can get...

Tomorrow's thinking from Capgemini.

**RUNNING**  
**TODAY**



If you want to know more about transforming your company to take advantage of the new opportunities in the water industry, let's talk.

We can take you through our thinking on how your business landscape will be changing rapidly, thanks to the changes that new technologies like S/4HANA will be bringing.

We can explain how Capgemini can help you keep ahead of the market by being able to use this new responsive and analytical power at the boardroom level.

So that you can put control of your business – and its future – back where it should be. With you.

For more details contact:

**Paul Haggerty**

Vice President  
 +443703660759  
 Paul.haggerty@capgemini.com

**Matt J. Johnson**

SAP Sales  
 +443709046065  
 Matt.j.johnson@capgemini.com



## About Capgemini

With 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of €10.573 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

**[www.uk.capgemini.com/sap](http://www.uk.capgemini.com/sap)**

The information contained in this document is proprietary.

©2016 Capgemini. All rights reserved.

Rightshore® is a trademark belonging to Capgemini.