



— Navigating *the Changing* Tides of Water —

Deliver real impact
in an evolving water
landscape

Climate change, water stress, regulation... the global water sector's challenges grow more complex by the day

The impact of climate change brings with it ever-increasing environmental instability. Droughts, floods, storms, heatwaves; these extreme weather events were once considered 'one in 100 years' occurrences. Now, they're overwhelming modern infrastructure and leaving a trail of disruption.

For the water industry, this volatility has created both a watershed moment and a unique opportunity to tackle the converging challenges of climate instability, population growth, ageing infrastructure, regulatory demands, digital transformation, operational pressures, and the talent gap. According to the UK government's ["A New Vision for Water" report](#)¹ published in January 2026, analysis now projects a shortfall of around five billion litres per day for public water supplies in England alone, and a further one billion litres per day for the wider economy by 2055. The urgency for action and investment is clear.

Today's water and wastewater companies must move beyond traditional engineering and legacy approaches to operations, customer service, asset management, and investment. By adopting a 'digital-first' mindset, organisations can fundamentally change how they work – becoming more efficient, proactively managing assets and situations, and transforming both assets and networks into truly smart systems. This shift enables companies to maximise the opportunities presented by automation, advanced analytics, and AI, unlocking vast quantities of business intelligence within their operations to drive strategy, planning, execution, cost efficiency and, above all, resilience.

Capgemini has evolved alongside the water industry, so we know what you're up against. But our value goes far beyond partnership. We combine deep sector knowledge with world-class technology expertise drawn from across our global organisation and other leading industries. This unique perspective enables us to challenge conventional thinking and help water companies move beyond traditional approaches.

" *The water sector's transformation requires more than innovation or MVPs. It calls for a total shift in mindset and a complete re-engineering of the entire value chain.* **"**

Whether it's modernising water networks, accelerating digital adoption, or building the capabilities required for resilience and sustainability, we bring proven strategies from sectors at the forefront of digital transformation. Our teams have helped clients across the UK, Europe, and beyond to unlock new value, strengthen operations, and secure a sustainable licence to operate – leveraging both human and technology-based levers to deliver the outcomes that matter. Through our outcome-based approach – built on mutual commitment, innovation, and continuous value delivery – we don't just support your ambitions; we actively drive positive disruption. We won't stop until you see real, measurable impact.

The water sector's transformation requires more than innovation or MVPs. It calls for a total shift in mindset and a complete re-engineering of the entire value chain. As a streamlined, agile, digital-centric engineering business, we are a world leader in enabling the convergence of the physical and digital worlds at scale. Together, we can combine digital intelligence with decades of industry water expertise to make you truly 'smart' – helping you move faster, operate more efficiently, and lead confidently into a sustainable future.



Martin Crawford
UK Water Sector Lead,
Capgemini

We recognise that clients across the water industry are navigating multiple significant challenges:

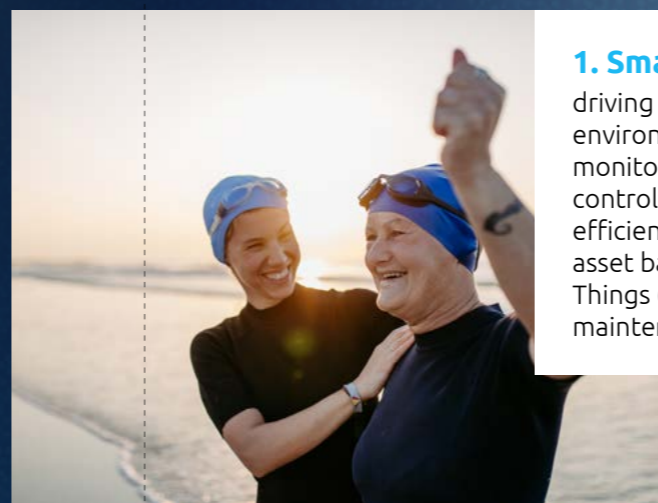
1. **Climate change and extreme weather** – Increasing frequency and severity of droughts, floods, storms, and heatwaves are placing unprecedented pressure on water and wastewater systems. Companies must adapt to both water scarcity and flood risk, ensuring resilience in the face of climate volatility.
2. **Ageing infrastructure** – With so much of the UK's water infrastructure at or reaching end of design life, there are rising risks of failure, inefficiency, and inability to meet modern environmental and service demands. Coordinated investment is essential to maintain and upgrade assets.
3. **Population growth and demographic shifts** – Growing and shifting populations – such as an increase in single-person households, new and expanding property development schemes – are creating new demands on networks, particularly in already water-stressed regions.
4. **Water scarcity and resource management** – Water scarcity is no longer just a southern UK issue; even traditionally 'wet' regions are experiencing more frequent shortages. Demand is rising due to population growth, climate change, and new industries such as AI-driven data centres and hydrogen production. This is increasing pressure on water resources and accelerating the need for smarter, more sustainable management. This at a time when water companies have committed to halving leakage by 2050 compared to 2017–18 levels, supported by **£700 million of investment over the next five years and an initial 30% leakage reduction target by 2032.**¹
5. **Regulatory and environmental pressures** – Stricter water quality standards, evolving pollution regulations, and heightened expectations for sustainability and transparency demand auditable action and measurable progress. Companies face increasing scrutiny over pollution, leakage, and environmental impact.
6. **Efficiency, cost, and affordability pressures** – Rising energy costs, supply chain volatility, and the imperative to deliver affordable, reliable services are squeezing margins. Companies must deliver more with less, balancing operational and capital efficiency while keeping bills manageable for customers.
7. **Digital transformation and data utilisation** – There is an urgent need to move from traditional engineering to digital-first operations. Developing smart assets and networks, leveraging data, analytics, AI, and automation is now essential for efficiency, resilience, and compliance.
8. **Talent and skills gap** – A shortage of digital, engineering, and operational talent is slowing the pace of transformation and innovation. Upskilling and attracting new talent are critical for future success, especially to meet the AI imperative above.
9. **Innovation and change adoption** – Delivering on ambitious investment and transformation plans like AMP8 (at scale and pace, with fewer resources but greater scrutiny) requires new technology plus new ways of working, collaboration, and a culture of continuous innovation.
10. **Shifting stakeholder and customer expectations** – Customers and stakeholders expect higher service standards, greater transparency, and more meaningful engagement. Rebuilding trust and demonstrating value are essential as the sector faces reputational challenges.
11. **Pollution, leakage, and environmental protection** – Persistent issues with pollution incidents, leakage, and the presence of 'forever chemicals' and microplastics are under increasing public and regulatory scrutiny. Companies must invest in monitoring, prevention, and remediation to protect public health and the environment.

¹https://assets.publishing.service.gov.uk/media/696f52c9011505255b2d41f1/Defra_Water_White_Paper_2026.pdf



This is your opportunity to become the water company of the future

Faced with the mounting challenges overleaf, leading organisations are embracing a revolution in approach, deeply supported by technology. In the next 5-10 years, we believe this truly digitally enabled and digitally led water company of the future will be characterised and empowered by:



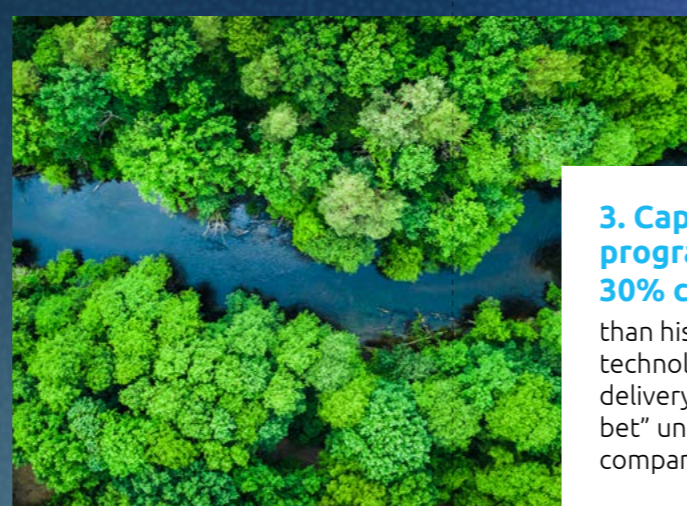
1. Smart networks

driving down costs and improving environmental performance through real-time monitoring, predictive analytics, and automated controls. Plus, smart assets enabling more efficient expansion and management of the asset base, using digital twins and Internet of Things (IoT) integration to support proactive maintenance and optimisation.



2. A digitally enabled workforce

empowered by digital tools, mobile solutions, and intelligent scheduling, enabling teams to work smarter, adapt faster, and deliver better service. Upskilling and change management ensure that technology is embraced at every level.



3. Capital investment programmes delivered up to 30% cheaper and faster

than historic norms, thanks to digital technologies that streamline design, delivery, and governance. This "big bet" unlocks significant value for both companies and customers.

4. Doubled investment through digital technologies

enabling a step-change in investment capacity, allowing companies to do more with less and accelerate the pace of transformation. New assets are designed to be smart from the outset, delivering improved performance and cost savings.



5. AI and machine learning are embedded across operations,

supporting smarter asset management, investment planning, and decision-making. These technologies unlock vast quantities of business intelligence, driving strategy, resilience, and regulatory compliance.



6. Deep partnerships and ecosystem collaboration

with customers, communities, and suppliers, leveraging digital tooling to foster innovation, transparency, and shared value. The supplier ecosystem is ramped up, enabling faster adoption of new solutions.



7. A digital-first mindset adopted at every level,

driving increased standardisation, better outcomes, and a culture of continuous improvement. This shift reimagines how the sector operates, collaborates, and delivers value.

We can help you transform into an

automation-led, **digital-first** company,

**realising
benefits within
12 months**



We help water and wastewater companies turn disruption into measurable outcomes – across operations, customer experience, and sustainability.

With us, you gain a partner who delivers not just technology, but real, lasting change. Our approach combines deep sector knowledge, engineering expertise, and digital innovation, but what truly sets us apart is our ability to deliver transformation at scale, with people at the heart of every change.

Here's how we can help you build the water company of the future



A digital-first mindset, embedded at every level

We help you move beyond traditional approaches by instilling digital thinking across your organisation – from operators and NSOs to team leaders and site supervisors. This is not just consulting; it's practical transformation, delivered through Capgemini's combined capability as an engineering, technology, and cybersecurity provider.



Making assets and networks smart

We turn existing 'dumb' assets into smart, connected systems – enabling real-time monitoring, predictive maintenance, and remote control. New investments are designed to be digital from day one, unlocking efficiency and resilience.



Scaling your digital workforce

The challenge is about people as much as it is technology. We help you build and upskill a workforce that's ready to embrace AI, automation, and advanced analytics at scale, ensuring your teams are confident and capable in the new digital world.



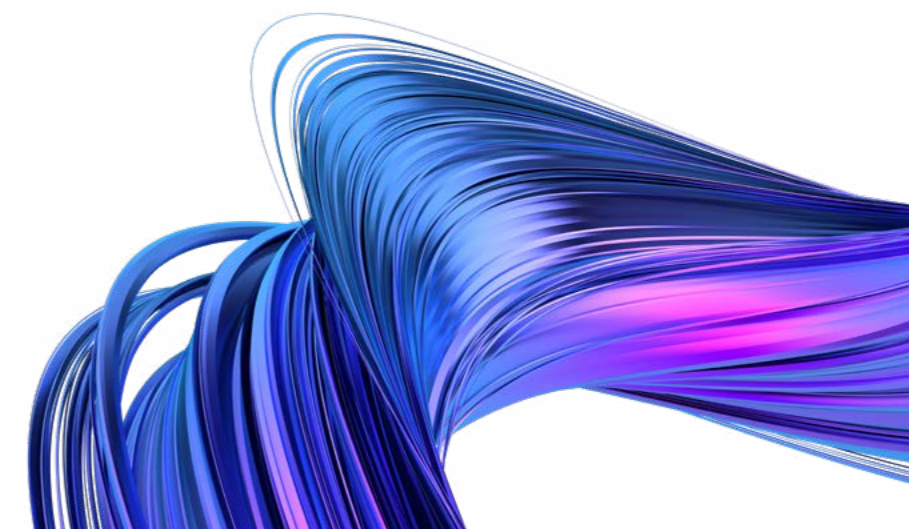
Delivering measurable outcomes

Our solutions drive operational and capital efficiencies, reduce costs and downtime, and support regulatory compliance, sustainability, and long-term stewardship. We bring deep technology expertise from across sectors to help you innovate, adapt, and future-proof your business.



Boots on the ground, not just in the boardroom

We work side by side with your teams, taking transformation out of the boardroom and into your operations rooms, treatment plants, and field sites. Our 420,000-strong global workforce means we have the scale and expertise to get hands-on, wherever you need us.



Deliver impact across capital efficiency, operational resilience, customer service, and sustainability



Engineering & Capital Projects

Maximise ROI on Capital Investments

We help leaders de-risk major projects and accelerate time to value.

Our Capabilities

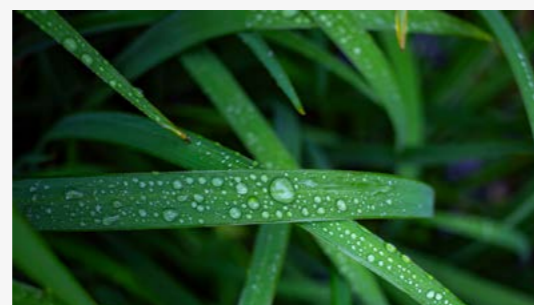
- Portfolio optimisation and value screening
- Engineering design efficiency and digital governance
- Global delivery models to reduce cost and increase agility

Your Benefits

Improved asset performance.

Example Outcomes

We identified over £9m in savings over AMP8 for a major water utility through improved transfer of key asset data into enterprise systems.



Operations Management

Drive Operational Excellence & Asset Uptime

We optimise core operations to improve reliability, reduce emissions, and extend asset life working with clients to deliver regulatory targets.

Our Capabilities

- AI-driven water and wastewater quality monitoring and predictive analytics
- Intelligent asset performance management and predictive asset health to optimise maintenance activities.
- Digital platforms for operational optimisation and compliance
- Digital security for critical infrastructure

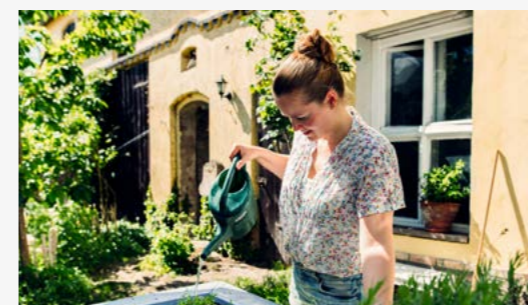
Your Benefits

Achievement of regulatory targets, confidence to meet OFWAT performance commitments, optimised TOTEX spend, ability to monitor and understand asset health, and Health and Safety compliance.

Example Outcomes

We delivered a 30% improvement in process efficiency at project completion for a client, removing handover bottlenecks and unlocking £8 million in addressable benefit over five years for a single portfolio slice.

Our offers are designed to align with board-level priorities and deliver transformation at scale. Get in touch to learn more about how we can make them bespoke to your business needs.



Sustainability

Achieve Net Zero Emissions

We enable leaders to meet ESG goals and embed circular economy principles.

Our Capabilities

- Carbon accounting and emissions reporting
- Energy procurement and cost optimisation

Your Benefits

Regulatory compliance and ESG goal achievements (including biodiversity and water equity), stronger investor confidence, and long-term sustainability.

Example Outcomes

The water capital delivery market is growing from c£51 billion in AMP7 to £88 billion in AMP8, highlighting the scale of investment and the opportunity for digital transformation to deliver measurable environmental and financial benefits.



Customer Experience

Build Trust

We help water utilities reimagine customer engagement and deliver seamless service.

Our Capabilities

- Digital self-service portals and mobile apps for billing and service requests
- AI-driven customer support and proactive issue resolution
- Strategic partnerships for innovation and new service models

Your Benefits

Improved customer satisfaction and trust, plus reduced service costs.

Example Outcomes

In our experience, utilities that implement digital self-service portals and AI-driven customer support typically see a 10–20% reduction in service costs and measurable improvements in customer satisfaction scores (CSAT/NPS).



Digital, Data & AI

Enable Intelligent, Secure Decision-Making

We build the digital backbone for – and implement – scalable, data-driven operations.

Our Capabilities

- Gen AI, analytics, and digital twins
- Cybersecurity and AI-driven production optimisation, cloud-native platforms, and IT/OT convergence
- AI-powered engineering and business model innovation

Your Benefits

Faster decisions, reduced risk, and future-ready operations.

Example Outcomes

In smart infrastructure projects, we have achieved up to 30% savings in operations and maintenance (O&M) costs and a 20% reduction in faults, by embedding AI, analytics, and digital twins into core operations.



Systems & Applications Management

Modernise IT to Support Growth

We transform legacy systems into agile, cloud native platforms.

Our Capabilities

- SaaS and cloud transformation
- AI-enabled software development
- Integration and Cybersecurity

Your Benefits

Lower IT costs, faster innovation cycles, and scalable digital services.

Example Outcomes

Our cloud transformation for a UK water company cut data centre assets by 50%, reduced costs, and lowered emissions.



Asset Management

Optimise Asset Performance and Unlock Long-Term Value

We help complex assets perform under pressure by combining engineering depth, digital platforms, and predictive analytics.

Our Capabilities

- Lifecycle strategy & optimisation
- Predictive maintenance and reliability
- IoT integration and performance benchmarking
- Digital twins to simulate degradation and extend life

Your Benefits

Uplift in utilisation, reduced unplanned downtime, and increased asset life.

Example Outcomes

Our approach has shown that 10–20% of capital programme value is typically spent gathering asset information and planning interventions. By driving efficiencies in this area, we can unlock billions in potential savings across the UK water market – funds that can be reinvested in asset improvement and resilience.



Corporate Transformation

Align Strategy, Structure and Execution for Sustainable Growth

Capgemini helps water companies navigate digital disruption and operational complexity with agile, data-driven transformation.

Our Capabilities

- Business and asset strategy
- Operating model redesign
- Process automation and change management

Your Benefits

Faster execution of strategic priorities, streamlined cost base, and agility in the energy transition.

Example Outcomes

For a major water utility, our work implementing process improvements and digital upskilling unlocked £8 million in addressable benefit over five years and improved milestone and outcome efficacy for the AMP8 portfolio.

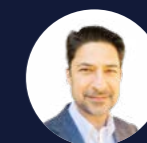
"We help water and wastewater companies turn disruption into measurable outcomes by transforming how people, technology, assets, and data work together."

Get in touch

Capgemini's offers are designed to align with board level priorities and deliver transformation at scale. Get in touch to learn more about how we can make them bespoke to your business needs.



Martin Crawford
UK Water Sector Lead,
Capgemini



Subodh Bisht
Senior Director,
Energy Transition & Utilities,
Intelligent Industry

**We'll help you turn
vision into real,**

validated,

**scalable
solutions**



What sets us apart?

1. Deep sector expertise, proven impact



Currently, we work with seven of the ten major water and sewerage companies in the UK, delivering flagship digital programmes, managed services, and operational transformation. Our teams understand the unique challenges of the water sector and have a proven track record of helping clients outperform regulatory, environmental, and customer targets.

2. Digital at our core



Digital transformation is in our DNA. With a global talent pool of 420,000 experts, we deliver at scale, end to end. We rapidly and securely deploy leading-edge technologies like Agentic AI, integrating them across your organisation to future-proof your capital programmes and operations. Our digital platforms, data intelligence, and integration capabilities elevate delivery performance and resilience.

3. A true digital backbone



As delivery becomes more complex, traditional approaches to risk and performance management are no longer sufficient. Capgemini provides the digital backbone that connects data, people, and decisions, empowering you to lead with certainty. While engineering firms may offer elements of this, for Capgemini, it's at the core of what we do. We help you operate smarter, not just faster.

4. Value-driven, outcome-focused



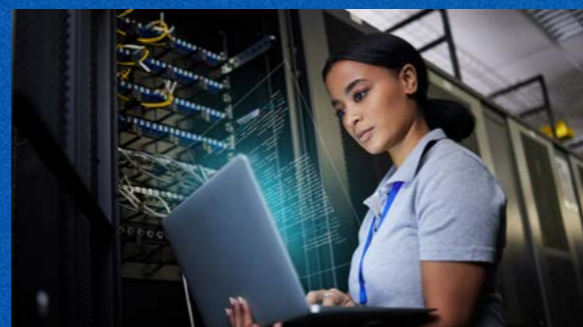
Our focus is on value delivered, not headcount. Capgemini acts as a digital orchestrator, amplifying capital delivery performance and shareholder returns. We don't replace engineering – we engage with engineering to make it smarter. By adding a digital focus, we provide real-time visibility, better control, and confident decision-making across the entire programme lifecycle. Our approach enables delivery with foresight, agility, and resilience – that's our difference.

5. Human transformation, not just technology



Modernising water operations is as much a human transformation as a technology/engineering one. Our programmes support cultural change, behavioural training, and new digital workflows, helping engineers, planners, and operators collaborate across siloed functions, reduce errors, and build a shared sense of purpose. We equip field teams with real-time access to asset data, diagnostics, and remote support through secure mobile and edge technologies. This connectivity enhances safety, speeds up fault response, and ensures consistent decision-making across operations and maintenance teams.

6. Secure, resilient, and future-ready



Capgemini brings a proven methodology for delivering next-generation performance through software-defined protection, AI-driven analytics, and future-ready architecture. Our track record in secure, high-assurance systems spans energy, defence, and government, ensuring your transformation is robust, compliant, and cyber-secure. We partner strategically across civil, digital, and infrastructure sectors to deliver integrated solutions tailored to your business needs – accelerating transformation and strengthening resilience.

7. The breadth of our business



As we help organisations use technology to address the entire breadth of their business needs, we leverage our portfolio of brands to provide specialised expertise ranging from innovation and design to engineering and R&D.

8. A vast partner ecosystem



We put people and partnerships first. Through our global network of technology leaders, including Microsoft, Google, Oracle, Siemens, AWS, and Salesforce, we drive faster innovation, reduce risk, and deliver greater impact, helping you stay ahead in a fast-changing market.

Insight that shapes the future

The Capgemini Research Institute delivers world-class thought leadership on technology, business, and sustainability. Ranked #1 for research quality six years in a row by Source Global Research, we uncover trends and actionable insights that help organisations navigate disruption and seize new opportunities. Our research turns foresight into impact, informing strategies, accelerating transformation, and driving measurable results.



Consistently recognised by analysts and trusted by industry

Gartner

Leader in Service Integration & Management (SIAM), 2024²

Everest Group

Leader in Sustainable Engineering Services, 2025⁴

Forrester

Leader in Application Modernisation & Multicloud Managed Services, Q1 2025³

Verdantix

Leader in Climate Change Consulting, 2025⁵

Global scale, local expertise.

With delivery hubs across India, LATAM, and Europe, we offer cost effective, scalable transformation programmes without compromising on domain depth or innovation.

The bottom line

Through a globally deployed workforce, we help water and wastewater companies harness digital, data, and process capabilities to:

- 

Increase capital programmes delivery efficiencies.
- 

Deliver business value through cross organisational transformation at scale.
- 

Deliver sustainable operational efficiencies across operations.
- 

Give clients confidence and surety by creating commercial models where we engage to deliver outcomes.
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Transform customer services to drive operational and customer experience.

² <https://www.capgemini.com/news/analyst-recognition/gartner-recognizes-capgemini-as-a-leader-in-its-2024-gartner-magic-quadrant-for-service-integration-and-management-siam/>

³ <https://www.capgemini.com/news/analyst-recognition/capgemini-named-a-leader-in-the-forrester-wave-application-modernization-and-multicloud-managed-services-q1-2025/>

⁴ <https://www.capgemini.com/news/analyst-recognition/capgemini-recognized-as-a-leader-in-everest-groups-sustainable-engineering-services-peak-matrix-assessment-2025/>

⁵ <https://www.capgemini.com/news/analyst-recognition/capgemini-has-been-recognized-as-a-leader-by-independent-analyst-firm-in-green-quadrant-for-climate-change-consulting-2025/>

Our proven track record of success

Trusted by the world's leading water companies, our proven delivery has unlocked benefits including:

£5m

annual operational cost savings through digital transformation

40,000 hours

hours of productive time saved per year

50%

reduction in assets hosted in legacy data centres

13%

drop in carbon emissions



Scottish Water

Revolutionising Scottish Water's approach to 'non-complex' projects, in a UK water sector first

Cappgemini helped reduce risk and deliver huge cost and efficiency savings with an innovative, technology-enabled automation solution.

Client challenge

Scottish Water needed to overhaul its approach to 'non-complex' projects (e.g. proactive, anticipated replacement of a service item). Impeded by inefficient, labour-intensive processes, typically these projects took a year to complete – introducing excess time, cost, and increased operational risk.

Solution

Cappgemini deployed integrated technologies across Scottish Water's entire lifecycle to help them manage assets faster and more securely, streamline processes, and empower engineers – boosting productivity and innovation throughout the organisation.

Benefits

- £5 million annual cost and efficiency savings
- Delivery time cut from months to weeks
- Lower risk of major incidents and service interruptions
- Equivalent of 40,000 hours of productive time saved per year
- Simpler, more intuitive, more efficient process for field engineers

Anglian Water

Driving data centre efficiency through cloud migration for Anglian Water

Cappgemini partnered with Anglian Water to review its application landscape, identify opportunities for rehosting, refactoring, retiring, and retaining, and finally migrate assets to the Microsoft Azure platform.

Client challenge

As part of their ongoing partnership, Anglian Water and Cappgemini wanted to find ways to simplify the company's data centre estate to reduce costs and architectural complexity.

Solution

The partners launched a review of the assets hosted in the existing data centres, which then enabled Anglian Water and Cappgemini to perform a cloud migration to the Microsoft Azure platform.

Benefits

- 50% reduction in assets hosted in the data centre
- Reduced data centre costs
- Greater simplicity as the result of a unified initiative
- Decreased carbon emissions due to transition from physical data centre

Scottish Water

Reimagining field services through intelligent transformation programme for Scottish Water

Cappgemini supported Scottish Water in the delivery of its Intelligent Field Force Transformation programme, delivering high-quality, data-driven, and sustainable field services.

Client challenge

Scottish Water wanted to transform the capability of its field force operations to deliver great customer service while protecting Scotland's precious water environment by improving the condition and performance of key infrastructure.

Solution

The water management company partnered with Cappgemini to perform an end-to-end reimagining and redesign of the entire field force lifecycle, systems, and processes in the form of the SWIFT programme.

Benefits

- First-time fix rates improved from 49% to 62%
- £430,000-£540,000 annual savings in operating expenses
- 7-10% reduction in contractual overtime
- 13% drop in carbon emissions
- 13% improvement in asset maintenance efficiency

Anglian Water

Enhancing customer experience with digital wallet integration for Anglian Water

Capgemini helped streamline customer payment processes by adding Apple Pay and Google Pay, improving both customer satisfaction and efficiency.

Client challenge

Anglian Water aimed to make it easier for customers to pay their bills by reducing the steps needed to complete a payment, as well as respond to a general preference for digital payment methods.

Solution

Capgemini worked closely with Anglian Water to add digital wallet options to the payment system and allow customers to use Apple Pay and Google Pay for quicker and more secure transactions.

Benefits

- Simplified payment process with reduced number of steps
- Increased customer satisfaction
- Improved payment handling security and efficiency
- More customers encouraged to switch from traditional methods to digital wallets

Scottish Water

Scottish Water leads utilities innovation by transitioning to an Oracle Utilities Customer Cloud Service

Partnering with Capgemini, the water and wastewater services provider underwent a cloud transformation programme to effectively prepare for the future and improve customer support.

Client challenge

Scottish Water wanted to transition to a cloud platform for its customer support and metering services, whilst addressing excessively customised coding and fulfilling regulatory requirements.

Solution

In collaboration with Capgemini, Scottish Water implemented an Oracle Utilities Customer Cloud solution that was future-proofed and aligned with its cloud-first IT strategy.

Benefits

- Reduced cost of ownership for the system and all related applications
- Enhanced customer satisfaction
- Significantly fewer manual interventions required

Discover more stories

Explore our full library of client stories to see how we can answer your specific business challenges.

We'll help you turn vision into real, validated, scalable solutions



Climate volatility, regulatory demands, and rising customer expectations are reshaping the industry at a significant pace. At Capgemini, we believe that digital transformation is not just an enabler, but a necessity for building the resilience and efficiency you need to deliver sustainable value. We don't just think; we don't just make; we do both. By combining deep sector expertise with cutting-edge technology, we can help you turn today's challenges into tomorrow's opportunities – making a real difference for communities, the environment, and the future of water."

Paul Haggerty, VP, Head of Energy Transition & Utilities

Get in touch to unlock
value from your

data, assets, *and* operations

Our water experts are here to help. Whether your vision is for building resilience in the face of climate change, or transforming your operations with digital solutions, we'll help you make it real. And we'll help get you there faster.

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Martin Crawford
UK Water Sector Lead,
Capgemini



Subodh Bisht
Senior Director,
Energy Transition & Utilities,
Intelligent Industry

About Capgemini

Capgemini is an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organizations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of over 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2025 global revenues of €22.5 billion.

Make it real | www.capgemini.com

