

Digital Connections Management



Placing power in
the hands of
consumers

Utilities need a digital and flexible solution to reduce the cost and turnaround time for managing electrical work requests along with creating a positive customer experience for consumers and partners.

For the first time, utilities like many other industries are facing technology disruption. The proliferation of solar and storage technologies is a global phenomenon, putting pressure on revenue streams and business models of utilities.

Technology innovation leaps have been frequent and substantial and will only continue to drive massive adoption. As this adoption grows, it will continue to put additional pressure on utilities from both a business and operational point of view.

In addition to this technological disruption, the changing customer preferences and pro-consumer regulatory environments are also challenging the traditional business models. To face this onslaught, utilities need to rethink their customer strategy, transform their business models, redesign and streamline their business processes and build a more flexible, agile and integrated application infrastructure

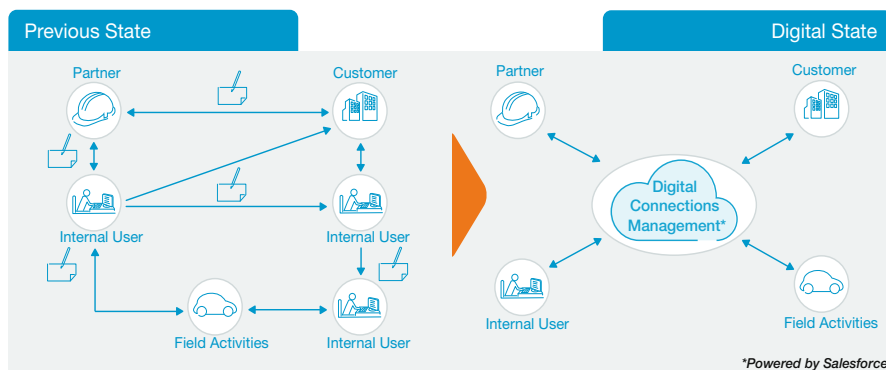
Utilities are well aware of the need to embrace digital transformation and its importance on the future of their organizations. They understand the risks, challenges, and opportunities it presents. The challenge for them is where to start.

Start the journey to customer-centricity with Digital Connections Management

Utilities can harness the power of digital technologies and embark on their journey to customer centricity with the digitization of connections management. Each year, they receive tens of thousands of electrical work requests for managing end-point connections. The process of electrical work request management is manual and driven by paperwork, phone calls and/or emails. These processes span multiple internal and external entities, which include distributors, retailers, licensed electrical workers, customers, and others. Every interface between these entities is a source of process discontinuity and results in costly and inefficient operations, leading to poor experience for the utility's consumers and partners.

Utilities need a digital and flexible solution to reduce the cost and turnaround time for managing electrical work requests along with creating a positive customer experience for consumers and partners. Capgemini's Digital Connections Management is an easy-to-implement solution that helps our clients realize immediate benefits in the area of connections management. The solution leverages Salesforce Service & Community Clouds and allows utilities to begin the transition towards customer-centricity. The flexibility and scalability of the solution allows utilities the freedom to capitalize on future opportunities and to evolve new business models for their organization. It includes:

- A front-end web portal that allows users to register, submit, action and track work request progress
- Configurable processes for connections management such as solar pre-approvals, abolishment, customer enquiries, meter reconfigurations requests, meter enquires, bulk requests, additions and alterations
- Underlying integrations with core utility applications that allow seamless automated workflow



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Benefits

Besides enabling the utilities embrace the vision of being a consumer-driven business, Digital Connections Management Solution offers the following benefits:

Enhanced efficiency and reliability

- Reduction in response and turnaround time from days to less than a minute in most cases
- Improvements in operational efficiency leading to cost reduction

Enabling future-ready organization

- Helps utilities evolve from the grid centric model to a customer centric model
- Paves the way for the adoption of emerging digital technologies
- Helps adoption of emerging business models with greater ease and higher probability of success

Why Capgemini

- Proven track record of delivering "ready-to-deploy" solution which digitizes end-to-end connections processes for utilities
- Depth of Salesforce experience based on multiple implementations in the utilities sector
- An agile project delivery approach that ensures transparency while building capabilities that are driven by business priorities
- Among the world's largest business consulting, systems integrators and outsourcers for utilities companies



About Capgemini

With more than 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 2015 global revenues of EUR 11.9 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.

About Capgemini Utilities:

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