Infosys REF-OR-M MODERN CX FOR UTILITIES

Infosys®
Navigate your next

Enabling digital experience, connected systems and automated Sales and Services across business functions and products for Utilities sector with a Modern CX for Utilities solution

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Challenges

- Need to effective Customer Communication & Engagement
- Reduction in manual load on Staff
- Digital Experience for technicians, planners and consumers, even offline
- Need for more automation with IT in all processes regulated and un regulated

- Utilities companies across the globe are looking for better Customer Experience, Responsive energy management

- ✓ "By 2020, 65% of utilities will invest in edge analytics to increase operational excellence"- IDC

Ideal Solution

- End to End, comprehensive solution resolving Sales processes, outreach and Account management, customer issues/ service request and delivering great Customer experience, covering scenarios of installation, repair, service, scheduling, meter management, with IOT and self service resulting in long term good relationships

- "Utilities will increase their spending on IoT by $17 billion between 2019 and 2029"- Gartner

Desired Outcomes

- Improvement in Customer Satisfaction and Experience
- Employee Productivity and Faster TAT for Account Acquisitions & Retention
- Reduced TCO & faster deployment, lower risk

- 15% Improvement in Sales Teams Productivity
- 10% Increase in Service outcomes on Field & Back office
- 20% Reduction in overall TCO

(based on client experience)

Infosys REF-OR-M Modern CX for Utilities

Digitizing Sales, Service, Field Service for the Utilities sector across end to end lifecycle

| Sales Automation	Service Productivity	Smart Field Service & Metering	Omni-Channel Experience
With our solution Account Validation, Sales lifecycle process is automated with specific business process automation	Mobility, automated business process flows varying with types of requests/ projects and automation enables higher service teams productivity	Asset enhancements enabling end to end servicing of assets based on condition, scheduled service and Predictive tracking with Azure IOT for Smart Metering	Digital channel experience for staff, vendors, field force and consumers across virtual assistants, apps, self service, Mixed reality and more

Infosys REF-OR-M Modern CX for Utilities+ Azure IOT from Microsoft Stack
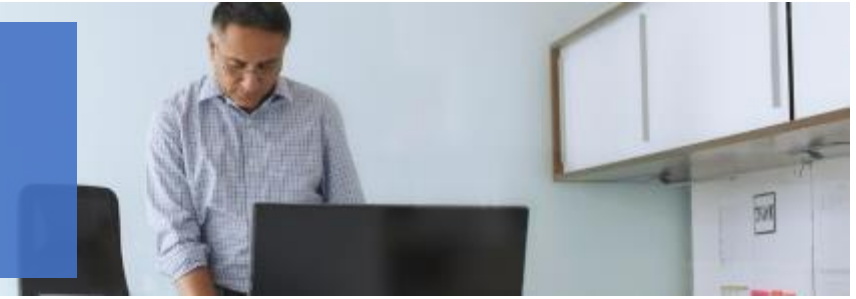
The Infosys Solution is integrated with Microsoft offerings for Sales, Customer Service, Connected Field Services, Azure IOT to address the key needs on Service Management/ Maintenance, Field Services with Predictive Maintenance, Auto Commands, Customer Service, Power Platform Portals, Apps, with tailored processes for clients to use and deploy faster

Solution Alignment

Increased utilization of Sales and Service Staff time	Improvements in Productivity	Enhanced Customer Experience
Increase utilization by including better scheduling, automated business processes for Sales with Account validation and management, and Customer service auto resolutions	**With mobile technology, productivity can increase on the field for technicians as well as for installation teams, Service providers and new account opening teams**	**Self Service Enhancement with AI enabled channels for Customers/ Vendors and additional digital channels beyond Portal across Virtual Assistants and Apps**