How Data & AI enables utilities

We enable utility companies to execute their digital transformation strategies by providing industry experienced data engineering and advanced analytics capabilities. Using frameworks and repeatable patterns, we deliver accelerated time to value aligned with your business initiatives.

How we enable utilities

Using our ResultsNow® methodology and accelerators, we provide a clear path forward in your digital transformation journey.

Operations

Infrastructure Management
- Identify the type and location of network issues in real-time
- Remotely manage infrastructure assets and ensure operational plant efficiency

Customer View
- Derive better customer insights by understanding usage and consumption patterns

Workforce Assets
- Improve workforce allocation and utilisation
- Ensure well equipped teams arrive on-site by understanding network issues in advance

Infrastructure Maintenance
- Predict infrastructure issues in advance
- Address network issues remotely

Ways of Working
- Implement new ways of working to establish alignment with the business and IT
- Establish governance standards for consistency and security across the business

Customer Service & Insights
- Drive better customer insights through sentiment analysis
- Deliver improved service and repair times through predictive capabilities

Technology

Large Data Volumes

- Design for scale and establish architectures that support large real-time data sets
- Design platform automation by implementing CI/CD DevOps capability

Real-Time Analytics

- Design architectures needed to support and enable real-time data ingestion and analytics
- Use proven, repeatable patterns and methods with our ResultsNow® methodology
- AI POC framework implementation to accelerate business use case time to value

Network Optimisation & Reporting

- Deploy and manage edge analytics devices to mitigate network bandwidth issues and alleviate data & analytics platform load
- Deploy organisation wide reporting through the implementation of Power BI Foundations Accelerator

Data Integration

- Accelerate access to source data by using Azure Data Factory Accelerator
- Automate and standardise data ingestion wherever possible

Business Alignment

- Develop data strategies to align to business strategy and long-term data goals
- Identify data science use cases and best in class experience, to prove value and generate a business case

Real-Time Analytics

- Address network issues faster with triggers and actions
- Improve complaint handing and resolution times by using real-time AI technologies

Next steps

Take the next step and
talk to a specialist

Book a discovery call

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more information

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