



High performance. Delivered.

Achieving high performance with Accenture Utilities BPO

José Gómez – Utilities BPO offering lead

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(José Gómez on-camera – Utilities BPO offering lead)

In Accenture we have a very strong experience in utilities. We've been working for many years, for most of the top 100 utilities worldwide, huh? We also work globally and we have operations in most of the geographies worldwide.

For utilities companies we are providing services in the end-to-end value chain. What is Accenture's vision for how technology will impact the supply chain? In the retail space, yeah, we provide end-to-end services in the meter to cash process, but also in the front office.

For networks we're providing services for smart meter and deployment and we're helping the utilities embed this new smart grid and smart meter technology into their operations. We also provide analytics as a service, bundled with the operations or as an isolated component that can add value to specific operations of the client.

One of the key differentiators is that...we deliver outcomes. So we approach with a business case approach and we will look for

value pockets that we can target, even if it's cost or grow or even improving margins.

Another point is that...we do it through a... let's say continuous evolving transformational approach. This is we bundle the best of Accenture in specific solutions for our clients, that include transformation, consulting and then the run of it, let's say the operations end-to-end including the technology needed to operate, but also the manpower to do it.

We embed leading edge technology into our services. This is embedding analytics, towards automation, elimination of non-valuable transactional work and in the bottom line even putting in place platforms as a service that we operate end-to-end or part of the process of the value chain of our clients.

So in terms of Accenture's operation, we are setting up innovative service models with our clients and where, let's say, the nature of the service is to support innovation capabilities and bring to market these innovations that utilities are doing.

So when we put in place the specific service, which is oriented to innovative products, innovating the way you deliver those products to the market is we're really innovating with the utility in providing the final result, which at the end of the day should become in more sales to these utilities and increase the revenue and the margin for the customer(s) they have.

Our people are key to operations and are one of the most important components that really drive at the end of the day that business outcome.

We combine very specialized industry knowledge of utilities, about 80 percent of our work is aligned to the utilities industry with about 20 percent of our people that are very skilled in analytics or experts in automation or experts in the underlying technology that is being used to operate. So this combination of industry knowledge, industry experts and let's say specific skills give us a platform of people that it's always oriented to deliver the outcome.