

ACCENTURE UTILITIES

CONTROL CENTER OF THE FUTURE

We live in a world of disruption and change where human and machine are working more closely than ever before.

In the utilities industry, the power grid is becoming increasingly complex but aging assets and outdated technology are causing utility businesses to lag behind.

In the control room, operators have to find the root cause of major problems that occur.

They rely on overwhelming, on-screen data for insights and have minimal visibility into potential risks and failures.

When a problem occurs, decisions must be made quickly, leaving no time for thoughtful investigation.

These conditions make proactive grid management nearly impossible, and the consequences can be costly.

But what if we told you a different future was possible.

The control center of the future is the key to total grid transformation

In this new control center, intelligent technology supports and augments operators' problem-solving capabilities.

An operator assistant, powered by AI, can help an operator triage a substation outage.

Together, the operator and AI assistant analyze device operations, nested outages and nearby hazards that could endanger repair crews.

With this collaboration, operators have the tools they need to make intelligent, informed decisions.

And the crew is immediately safer.

The control center of the future helps bring together experts from different subject areas to troubleshoot complex problems

For example, experts can leverage an interactive collaboration table that uses digital twin representations of assets at risk to diagnose and make decisions that help mitigate or solve potential problems.

The control center of the future could decrease outage handling times by up to 40% with 24/7 resilient operations

Could reduce processing costs by up to 80%

And may increase the ability to focus on customer outcomes by 40-50%

If an upgrade to the control center of the future seems unattainable,

You should know that other industries have made the leap.

A Top 10 global mining company lacked a comprehensive overview of mining operations.

In just 12 weeks, Accenture worked with this client to aggregate data from eight pre-existing solutions, combine it to create new KPIs and run analytics across the new combined dataset.

Now, the company has a complete, accurate picture of remote mining operations, accessible in a tablet application for operations supervisors.

When humans and intelligent technology work together, lasting change is possible.

Transform your control center to transform the grid.

Accenture. New Applied Now.