

# UTILITIES BUSINESS PROCESS SERVICES (BPS) DELIVERS BUSINESS VALUE

## DID YOU KNOW?

Accenture can deliver business results for your utilities organization like these:



Reduce cost to serve per client by **30% to 40%** in the retail and customer operations businesses



Eliminate **more than 40%** of manual work through automation and robotics



Move **35% to 50%** of customer interactions to digital channels



Decrease time to launch new products and services by **30% to 50%**

SEE HOW WE DELIVER

## OUR SOLUTIONS ADDRESS YOUR CHALLENGES

The utilities environment is changing rapidly. Regulatory changes, consumers' expectations, disruptive technologies and market threats are demanding that the utilities industry reinvents itself. In this context new business models and capabilities are emerging to support the structural transformation required to be competitive in the near future. Accenture helps our clients to:



**Reduce operational costs and enhance revenues**



**Improve customer satisfaction and increase average revenue per user**



**Improve time to market to better scale and adapt business**

ACCENTURE HELPS PREPARE THE BUSINESS, NAVIGATE THE JOURNEY, COMMIT TO BUSINESS OUTCOMES AND ACHIEVE THE OBJECTIVES.

## DELIVERING BUSINESS VALUE THROUGH UTILITIES BPS

Accenture helps utilities redefine, deliver and grow new business models, achieving better customer intelligence, service flexibility and operational proficiency. We do this with:



**Transformational experience integrating** strategy, operations, digital and technology. End-to-end approach providing the best capability at the right moment to navigate the journey and achieve the objectives for each milestone and the agreed-to final results.



**Leading technology** supported by cloud and SaaS plug-and-play solutions. Quick and scalable platforms as-a-Service to operate digital channels, launch new products and services, and enable geographic expansion.



**Integral business case.** Modular and traceable accountability of initiatives to manage retained services and third-party components according to cost optimization and revenue enhancement plans detailed in the contract.



**Appealing new customer experience.** Combining smart metering, big data analytical insights, new age of products and services (demand response, energy efficiency, etc.) and multichannel customer engagement.



**Deep industry analytics.** Insight-driven outcomes at scale based on proven predictable models to improve real-time decisions and strategy planning.



**Flexible pricing and committed business outcomes.** Commercial model with price per client/meter and value-based contracts sharing the risk and responsibility for improvements, transformation and complexity.

## KEY UTILITIES BPS DIFFERENTIATORS



### Client Specific Business Outcomes

We agree with clients on outcomes that we deliver by targeting specific value pockets; help increase revenue with new products and services, protect revenue, reduce cost to serve, reduce OPEX and optimize CAPEX in networks and assets management.



### Efficient Operations Fueled by Technology

We shift operations to digital through automation of manual work, embedding analytics and digitalization of the customer touch points. We deploy utilities-specific applications as-a-Service to enable a flexible, scalable operation that can assimilate large amounts of regulatory and market change.



### Innovative As-a-Service Operations Backed by Expertise

Proven utilities expertise allows us to address key business issues, innovate business processes and implement robust operations. We innovate and transform our services to drive continuous improvement of operations across the utilities value chain.

## UTILITIES BPS HIGHLIGHTS



13+ years' experience delivering business process services to utilities companies



Deep integration with Accenture's industry experts who have decades of experience working with utilities companies



7,400+ highly qualified BPS Business Advisors provide support across sales, solutioning and delivery



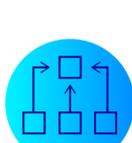
3,500+ Utilities BPS professionals across Asia, Europe and North America



Providing business process and technology services to more than 100 million customers



Global reach and scale with 8 delivery centers in North America, Europe and Asia (Philippines and India)



Close collaboration with the Service, which combines strategy, consulting, digital, technology and operations to deliver industry-specific skills, assets, platforms and as-a-Service capabilities



Market-leading capabilities in 50 tailored BPS and technology assets



For the 11th consecutive year, Accenture has been recognized as the top ITO/BPO provider by the International Association of Outsourcing Professionals (IAOP) in the 2016 Global Outsourcing 100 provider rankings

## OUR UTILITIES BUSINESS PROCESS SERVICES

**Digital Customer Interaction & M2C**

Provides fully integrated retail and customer operations across the customer lifecycle.

- Contract and Enrolment
- Digital Customer Engagement
- Digital customer growth
- Web remote support and social interactions
- Multi-channel flow
- Revenue Cycle
- Customer Care

**Digital Energy Products & Services —Growth**

Provides all operations required to define, pilot, launch and industrialize new products and services.

- New Service Start-up
- Digital Marketing and Promotion Management
- Contracts Management
- Vendor Management
- Order Management
- Customer Insights Follow-up

**Advanced Metering Operations**

Provides end-to-end operations to manage smart devices.

- Smart Meter Deployment
- Capacity Forecast and Planning Field
- Support and Contractor Performance
- Meter Replacement and Supply Chain
- Smart Meter and Data Exceptions
- Smart Data Analytics
- Losses and Fraud

**Digital Field Worker**

Provides end-to-end operations to manage field force activities.

- Prerequisite Management
- Scheduling and Dispatch
- Manage Plan Change
- Route Optimization
- Work Readiness and Closure
- Supply Chain Management
- Contractor/Field Monitor, Analyze and Report Performance

## Client Speak

### How Accenture Helped a European Utility Company

- Recovered more than \$21 million in planned revenues.
- Created a central control room to manage the period-end billing process.
- Exceeded client's goal for limiting the percentage of period-end billing claims that impact customers, keeping it well below 1 percent.
- Improved process governance through effective reporting via a web portal.

### How Accenture Helped with BC Hydro

- The Accenture BC Hydro call center manages queries ranging from service inquiries to electricity conservation.
- The partnership has built greater cost certainty and improved operating efficiency.
- Recognized by global association ContactCenterWorld for service excellence.

### How Accenture Helped a North American Utilities Company

- Significantly reduced "no bill created" exceptions.
- Reduced customer complaints by 92 percent and established a customer advocacy team to address repeated complaints.
- Accelerated business stabilization following new enterprise system go-live.
- Delivered training to improve new agent quality scores while reducing training costs by more than 20 percent.

