



High performance. Delivered.

Accenture Operations for the Utilities industry

Video Transcript

We helped a large energy utility company design a new enterprise system enabling uniform processes and integrated systems – helping them maintain their customer base in an increasingly competitive environment.

We helped a large electric utility deliver better customer service during power outages and win a prestigious local award in recognition of these initiatives.

We helped a European electric utility improve and professionalize the maintenance and development of its critical customer care applications.

The global utilities industry faces a number of fundamental changes that are transforming the industry landscape: consumers, technology, regulatory and market forces.

A pioneer in Outsourcing, with more than 10 years of experience, our people bring industry knowledge and insight to help our Utilities clients improve customer satisfaction and optimize overall delivery costs – while also improving customer service, billing, payments, and collections processes.

Accenture Utilities Operations helps drive efficiencies for our clients and improve service quality. Our skilled and experienced resources drive proven business processes using industry specific tools and assets for more than 80 million customers on behalf of our utility clients around the world.

Our business advisors have extensive industry experience and use it to uncover insights from clients' data to make recommendations that drive tangible business results

They help clients address business challenges like:

- Revenue generation
- Working capital improvements
- Enhanced competitive differentiation to support growth

With unmatched industry skills, global experience and comprehensive delivery capabilities, we understand your utility business and requirements. We continuously challenge ourselves to improve our services and deliver innovative industry solutions to our clients...

And help you move from challenges to outcomes.

Accenture. High performance. Delivered.

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