

**SSE ENERGY SERVICES**

DIGITAL REPORT 2020

# SSE Energy Services: Digital transformation to deliver next-gen services at pace



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# SSE Energy Services: Digital transformation to deliver next-gen services at pace

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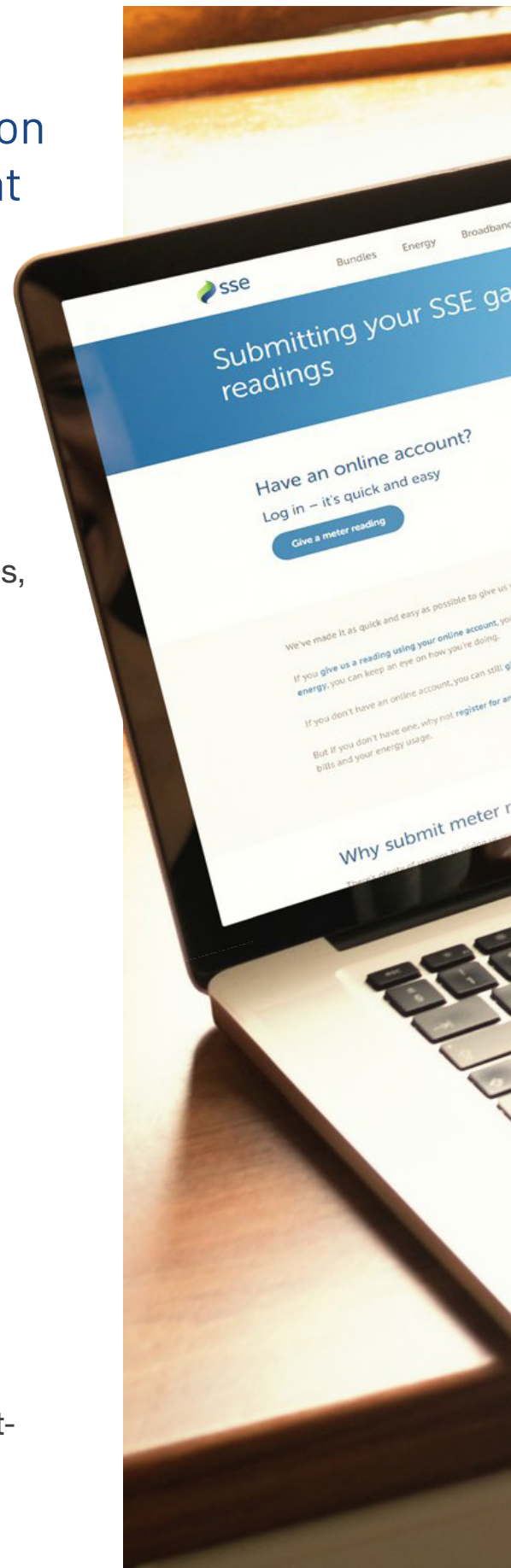


## Philip Clayson, CIO, explains how SSE Energy Services' transformation is leading to a digital revolution that will benefit customers directly

**S**SE Energy Services has distinguished itself in the energy industry via its pioneering attitude, which saw bold investments in core services, home repair services, broadband, and has one of the highest customer satisfaction ratings in the sector, where strong, customer-centric business ethics ensure the company's competitiveness in the market.

In 2019, Bristol-based energy supplier OVO Energy acquired SSE Energy Services, a move which accelerated OVO's 'Plan Zero' sustainability strategy to tackle the most important issue of our time; the climate crisis, by bringing customers with us on the journey towards zero carbon living. OVO Energy has committed to being a net zero carbon business and achieve bold science-based carbon reduction targets by 2030, while helping members halve their carbon footprint at the same time.

The acquisition was significant, states Philip Clayson, Chief Information Officer, because with new ownership came an entirely different and exciting way of operating. Clayson's expertise and skill in his field is apparent from an impressive career,





# 1998

Year founded

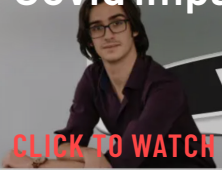
# 9,000

Number of employees

## Business Chief



Covid impact



**WILL GIRLING**

Content Producer

**PHILIP CLAYSON**

Chief Information Officer



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**Business Chief**

06

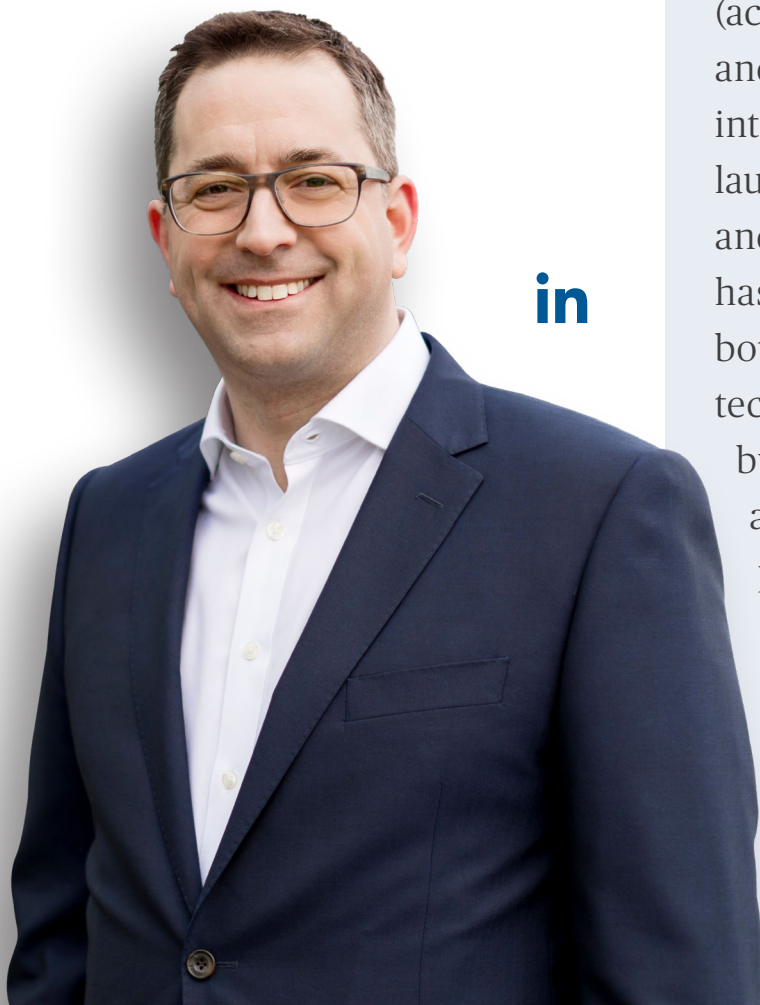
including executive-level positions with some of the largest UK and international brands. One thing that has characterised his approach in each role has been fast-paced, visionary leadership: “I’m not a steady-state CIO; I’m a transformational CIO. It’s what I do.” Recognised as ‘Transformation Leader of the Year’ at the 2019 Tech Leaders Awards and also a finalist for ‘CIO of the Year’, it is with this inspiring attitude that Clayson has been spearheading the company’s digital evolution since mid-2019.

Chirag Khergamkar, Client Partner to SSE Energy Services at Infosys, says

that the two companies have a history that reaches back to 2004, a relationship which has continued to develop ever since. “In 2019, we were selected by SSE Energy Services as one of its partners for a digital implementation project with Pegasystems,” Khergamkar explains. Infosys provided DevOps and security monitoring services for SSE Energy Services’ collaboration with Pega, a telco helping to transform the company’s customer service experience. “As I look at the partnership today, it is about being closer and more strategic to SSE Energy Services

by jointly exploring where we can make a big difference.”

Whilst the objective of digital transformation is relatively commonplace in contemporary enterprise strategy, Clayson highlights that the OVO acquisition has given SSE Energy Services an edge that few of its competitors share. “OVO is another magnitude of speed: it’s an incredibly agile, nimble business”, and Clayson’s fresh attitude compliments what both companies already share: a dedication to best-in-class services, high-quality customer



#### EXECUTIVE PROFILE:

## Philip Clayson

**Title:** CIO **Location:** London, UK

Philip Clayson is an award winning transformational CIO, passionate about inspiring technology teams to engage with pace to create, implement and operationalise transformational strategy, in business critical, time and cost sensitive environments. Having delivered all aspects of technology transformation from growth and investment planning, M&A (acquiring, divesting, on both buy and sell side) and completed international product and service launches as well as rationalisation and recovery turnarounds, Philip has delivered transformation in both startups and where legacy technology underpins an existing business. Philip has operated across pre-IPO, VC and PE funded, private and public organisations and across sectors including Telco, Energy, Utilities, Broadcast and Media, in both B2C and B2B.

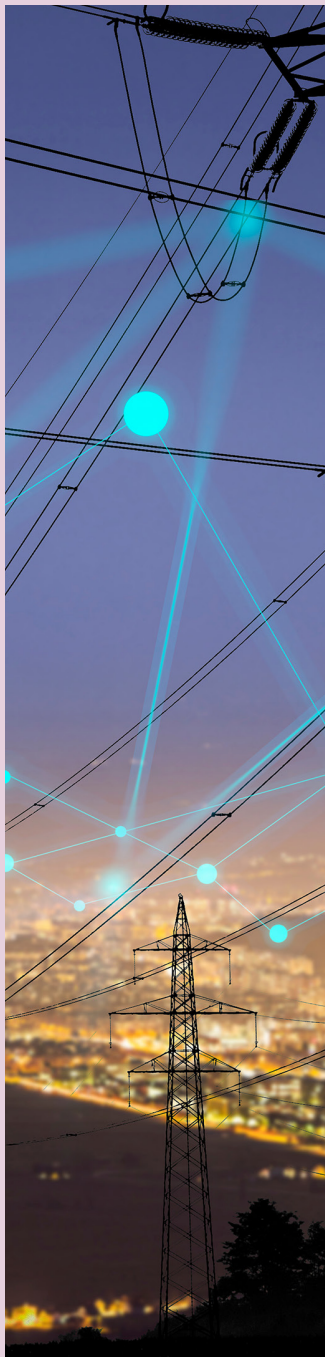
# BECOME A SELF-HEALING, SUSTAINABLE AND ADAPTING LIVE ENTERPRISE

## Insight

leverages advanced data analytics around Customer, Grid and Operations

## Accelerate

through DevOps and Agile adoption to implement business-critical projects in a smooth and expedited manner



## Experience

that is Omni channel and personalized across stakeholders

## Innovate

with Artificial Intelligence and machine learning to transform Work, Workforce and Workplace

## Assure

by safeguarding the digital utility and protecting customer data with cybersecurity policies

On the one hand, your utilities enterprise needs to maintain a smart grid network that provides reliable service. On the other, your consumers expect clean energy, customized service and cost-effective tariff plans.

Technology enables a utility to reinvent itself to be a Live Enterprise – learning, adapting, healing, and growing smarter in real-time.

You need to strike a balance by navigating business challenges and opportunities by harnessing digital technologies to 'Navigate the Future of Energy'.

The journey to digital has so many nexts.

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**#NavigateTheFutureOfEnergy**



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Infosys is a global leader in next-generation digital services and consulting. We enable clients in 46 countries to navigate their digital transformation. With over three decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

Infosys Utilities practice has been partnering with Utilities across the globe for over two decades, modernizing and transforming Utilities ability to meet and exceed the evolving needs of a customer while being ever resilient. The opportunity before a Utility today is to transform into a responsive enterprise—soaking up a real time data, analyzing it and publishing actionable insights to the right decision-makers.

Technology will play a pivotal role in accelerating the digital evolution of a traditional Utility. Infosys helps water, gas and power utilities adopt digital technology with its two pronged strategy:

**Industrialize** for Efficiency, Agility, Safety & Resilience

**Digitize** for newer business models with Customer, Grid and Workforce

Our offerings for the Utilities industry are based on a few fundamental questions:

- ✓ How are Utilities deriving better analytics and insights around Customer, Grid and Workforce for planning, and operations?
- ✓ How can Utilities achieve Omni-channel and personalized experience across stakeholders?
- ✓ Are Utilities leveraging newer business models and advanced technologies to transform Work, Workforce and Workplace?


- ✓ How are Utilities accelerating adoption of ERP, and other business critical systems with Cloud and Automation?
- ✓ How can Utilities make IT/OT systems and operations more efficient, resilient and secure?

It all eventually translates to leveraging the convergence of information and operational technologies. Real-time data integration facilitates advanced analytics – from predictive maintenance of legacy infrastructure to predictive modeling for load management.

Technology enables a utility to reinvent itself to be a **Live Enterprise**—learning, adapting, healing, and growing smarter in real-time. You need to strike a balance by navigating business challenges and opportunities by harnessing digital technologies to 'Navigate the Future of Energy'

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Contact: [askus@infosys.com](mailto:askus@infosys.com)



“Being part of the OVO family is another magnitude of speed: it’s an incredibly agile, nimble business”

Philip Clayson,  
CIO, SSE Energy Services

service and outstanding products.

Additionally, recognising that customer preferences for digital journeys have increased in recent years, the expansion of self-service capabilities for apps and websites has been a central focus for SSE Energy Services. With downloads of the ‘My SSE’ app gaining speed and very positive consumer reviews (currently 4.6/5 on the app store), Clayson is confident that the appropriate level of developmental pace is being set. Simultaneously, the company has embarked on a digital

data journey, combining the insights of multiple departments and teams to discover the best method of leveraging enterprise data and unlocking its value.

This accelerated R&D capability will see it build on current success within the smart home and smart utility sector. These are concepts being explored by the company as it seeks to deliver savings, efficiency and a next-gen experience to its customers. “There are big investments coming into electric vehicles: charging points on the streets and much more engagement with all sorts



# Business Chief



SMART TECHNOLOGIES FOR CARBON NEUTRAL AGENDA

Digital  
Smart technologies  
**WILL GIBING**  
Content producer

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**PHILIP CLAYSON**  
Chief information officer

of home-related energy-saving devices,” informs Clayson. “It will include joining up the ecosystem including solar panels, ground pumps and more. It’s a cohesive carbon reduction agenda; the smart meter is just the beginning.” Distributed energy management, in particular, holds very exciting possibilities: a future where all electrical appliances are connected to the grid to maximise energy efficiency by eliminating excess and channelling power to where it is most needed. Clayson confirms “The technology exists to make every household a

contributor to the grid rather than simply a user of the grid.”

Focusing on the future of the industry calls into question the concept of the ‘new normal’ - how workplaces will operate post-COVID-19 - and how SSE Energy Services will adapt to the challenges therein. When the business community collectively realised that prior paradigms for working had to be discarded in order to ensure continuity, Clayson states that the creativity afforded to the IT sector was refreshing and invigorating. “The amount of remote

“Being a proper partner means blurring the line between one organisation and another. Infosys is exceptional at providing this next level cooperation”

—  
**Philip Clayson,**  
CIO, SSE Energy Services





working we now do and our usage of video conferencing technology has been a massive change.” Customer-centricity is, of course, something that will not change for SSE Energy Services, whatever the business landscape shapes up to be. When asked what he considers to be the company’s greatest accomplishment, Clayson has no hesitation in identifying SSE Energy Services’ enduring acclaim amongst its customers. An appreciation which is unquestionably reciprocated, SSE Energy Services has been able to give back to its customers via OVO’s £50mn Coronavirus Hardship Scheme – an initiative to help members who’ve been impacted by COVID-19 the most.

The digital future looks positive for SSE Energy Services. With the company’s agility and innovative, forward-thinking approach augmented by the latest digital tech, SSE Energy Services looks set to deliver solutions to customers at a new, unprecedented pace. “I like pace: people understand it. Delivering at pace is what it’s all about.



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