

Demand Side Management (DSM) Solution

Driving Energy best practices

With increasing focus on energy prices, Demand Side Management (DSM) is touted as the 5th fuel. Demand-side management involves activities or programs that help in reducing electricity consumption by promoting conservation or efficient management of electric energy loads.

In the past, the primary objective of most DSM programs was to provide cost-effective energy and capacity resources to help defer the need for new sources of power. However, many changes occurring in the industry, such as increased government and regulatory focus towards energy efficiency, climate change movement and greater public awareness has resulted in electric utilities leveraging DSM to enhance customer service in various ways. With ever increasing scope and scale of DSM programs, utilities are facing several challenges in administering these programs effectively. To realize the full economic and societal value of DSM programs, utilities need to successfully address these challenges and ensure seamless and timely delivery of DSM programs to customers while designing a flexible internal workflow.

Key challenges faced by Utilities providers in DSM programs



Utilities often end up using one application for one program. This results in inefficiencies, in ability to share data across programs and high cost of program launch.



The program details are embedded too tightly within the system, making mid-course changes difficult and costly.



Multiple disjoint applications increase time-to-market, which can adversely impact program success.



Due to multiple systems, it is difficult to target customers for specific programs based on results from another program. Also, any cross-program participation validation is difficult.

Keeping in view such requirements and challenges, Infosys' Demand Side Management (DSM) solution has been designed to enable Utilities to build successful and planet friendly customer reward programs.

DSM solution
An overview

Infosys DSM Solution offers one integrated tool for managing entire portfolio of incentive programs on a single platform. This "template based" solution can manage all DSM programs (upstream, midstream or downstream, direct install) for residential as well as commercial purposes.

Infosys DSM solution encourages customers to employ energy efficient best practices and install renewable energy equipment. With this one integrated solution, Utilities can launch DSM programs faster with a better quality of service at a lower cost.



Key Differentiators

Real-time Enterprise Integration

The system is built on top of TIBCO that allows easy integration with enterprise systems like Identity Manager, Customer Information System, Billing, and Meter Data Management without having to build a point to point connection.

Tracking and Monitoring

Provides easy tracking and monitoring of SLAs, individual application and overall program status

Program Management

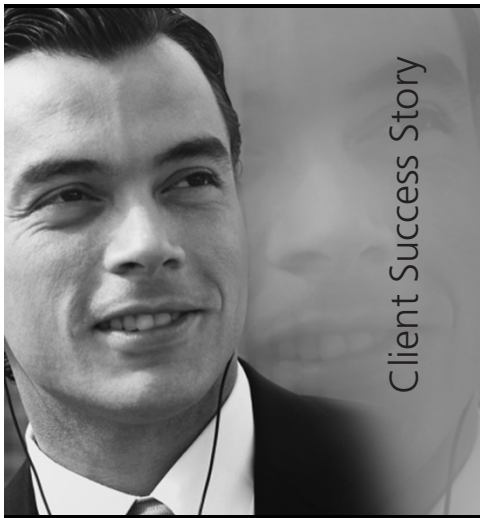
Effective management of program to see productivity and program effectiveness

Customer Satisfaction

Customers can be provided up-to-date status on their individual applications

Solution highlights

- Varied list of programs to choose from.
- User friendly web forms for enrolling to programs.
- Supports utility preferred equipment manufacturer and models.
- Track the status of the application and provides the analytics on program success / failure.
- Supports multiple reward mechanisms like rebate in billing amount or direct monetary benefits.
- Reduces the total cost of ownership with reduced time to market.



Client Success Story

CLIENT

Leading US based Utility

SOLUTION PROVIDED

An online portal for creating, budgeting and tracking various energy initiatives with real-time notifications and reporting

BENEFITS

Business users can administer and monitor various incentive programs with minimal overhead and manual hand-offs. This has significantly reduced the cost of ownership while improving the overall end customer experience.

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DRIVEN BY VALUES

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Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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