

## Infosys Customer Self-Service Energy Manager

### Utilities

are under pressure to fulfill rising customer expectations for service reliability. They are also required to meet the demand-supply gap during peak loads. To ensure these, utilities can either buy energy at high rates or lower consumption through energy optimization.

The Infosys Customer Self-Service Energy Manager is part of the Infosys Smart Grid Suite. It helps electricity, gas and water utilities ensure customer delight through sustainable energy management and revitalized customer service.

Utility customers can use advanced energy management features to optimize energy consumption. This drives customer adoption of energy efficiency programs, reducing energy usage and saving costs. The offering transforms utility customer service by providing advanced self-service and an enhanced call center interaction experience.

Utilities can leverage the Infosys Customer Self-Service Energy Manager to engage with customers across multiple channels like web, smart mobiles and tablets.

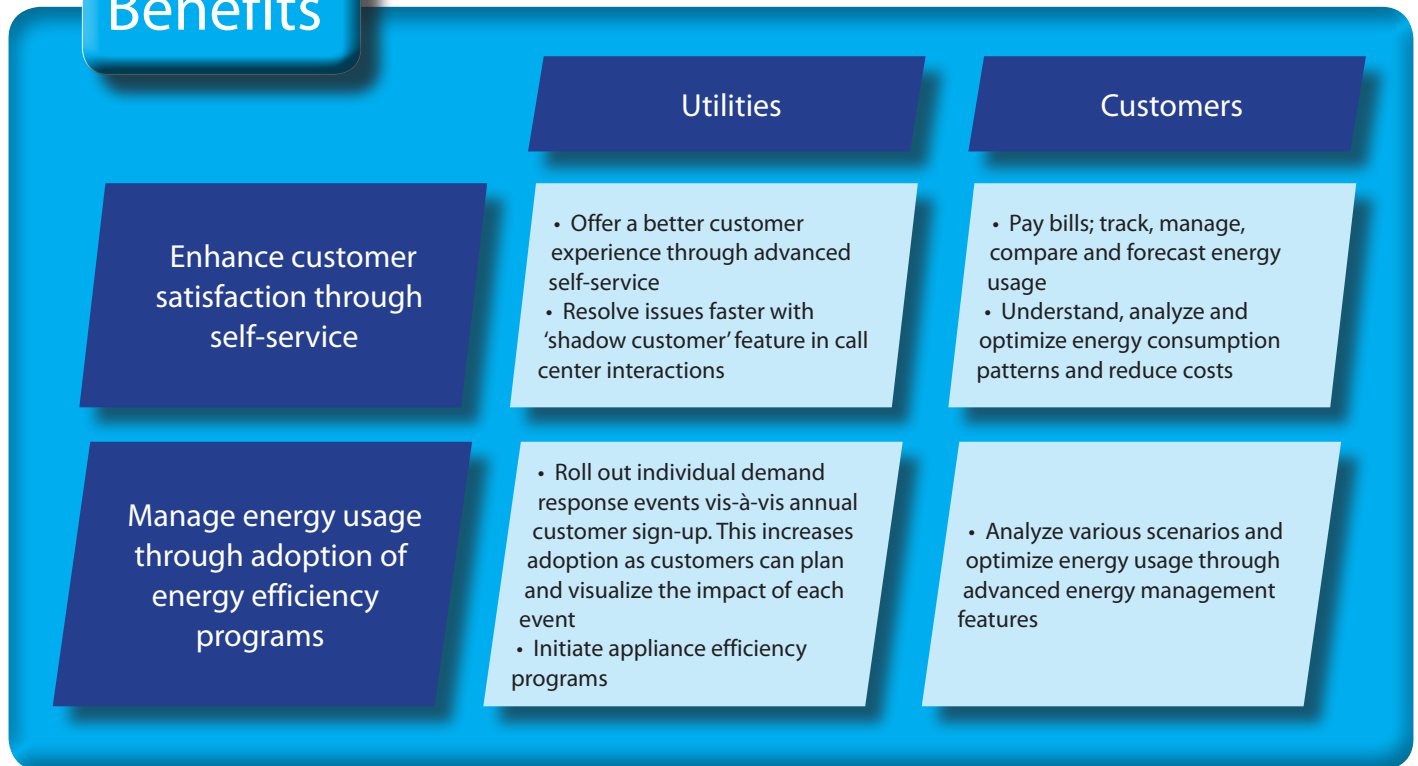
## Modules



The Infosys Customer Self-Service Energy Manager provides utilities the flexibility to adopt the modules they need depending on the stage of their smart grid implementation. These pre-built modules also help reduce time to market and customization efforts of utility business users.

The Infosys Customer Self-Service Energy Manager integrates seamlessly with existing back-end systems and leverages past investments made by the utility. It also offers flexible delivery models to deploy on-premise or host externally.

## Benefits



## Case Study

### Large European Utility

A large European utility, serving over 2 million households, wanted to improve customer satisfaction and reduce its operating expenses. The costs from call center and paper bill production were significant contributors.

The Infosys Customer Self-Service Energy Manager helped the utility achieve the following in less than a year:

- 25% reduction in calls to the contact center
- 100,000+ customer registrations for availing online services
- 60% of registered customers avail online billing service, reducing the utility's carbon footprint
- Online remittances of over €5 million within 9 months of implementation
- Regulatory compliance through elaborate customer reports

### About Infosys

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.



Building Tomorrow's Enterprise

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