

## THE STATE OF UTILITIES:

Connecting the Dots to  
Drive a Better Digital Future



Rapid advances in technology, renewables, decarbonization, smart grids, and customer expectations mean that countless utilities providers are now moving to digitalize their operations.

More importantly, the global utilities industry, due to its importance as critical infrastructure, has no option but to embrace digital transformation. Simply put, if the lights go out, water stops flowing, or communications drop, major disruption is inevitable.

That's why we've taken a deep dive into the latest industry research to give you the full picture and help you take an informed leap into digital.

## DIGITAL TRANSFORMATION IS NO LONGER AN OPTION—IT'S A NECESSITY

Utilities professionals are clear about the need for digital change.

91%

91% plan to at least moderately invest in technology...<sup>1</sup>

94%

...and 94% say technology and workforce investment go hand in hand.<sup>2</sup>

But several factors are proving significant barriers to change

>50%

More than half of utilities professionals believe being slow to move restricts digital technology adoption...<sup>3</sup>

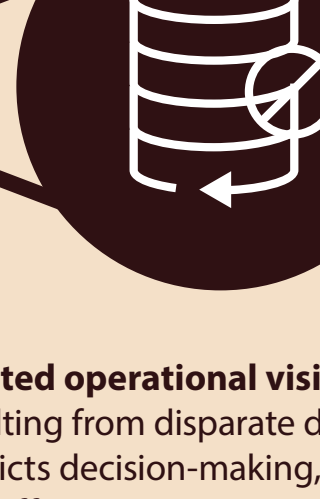
89%

...and 89% say a lack of skills further compounds the problem.<sup>4</sup>

## DIGITAL IMMATURITY RESTRICTS WHAT'S POSSIBLE



**Complex legacy infrastructure** that still exists due to fears around potential disruption and cost damages efficiency and impacts the customer experience.



**Limited operational visibility** resulting from disparate data silos restricts decision-making, innovation, and efficiency.

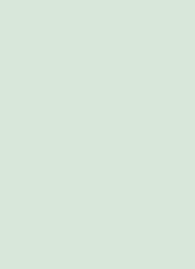
## DIGITAL TRANSFORMATION OFFERS SIGNIFICANT OPPORTUNITIES

Global spending on digital transformation is set to double to

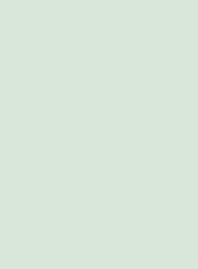
**\$2.8 TRILLION**

by 2025.<sup>5</sup>

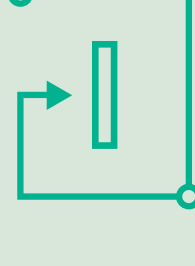
And beyond the headline figures, the operational benefits are tangible:



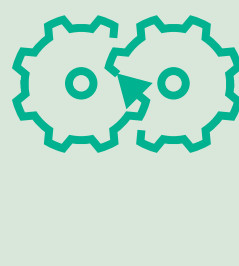
**Legacy transformation**



**Data-driven operations**



**Single-platform consolidation**



**Automated processes**



**End-to-end integration**

Between

**25% AND 30%**

improvement in field productivity from AI-powered scheduling

Up to

**80%**

capital reallocation from ML insights for asset health

**>30%**

improvement in customer satisfaction in some journeys

**IN FACT, DIGITAL TRANSFORMATION CAN CREATE COUNTLESS OPPORTUNITIES**

Up to

**5%**

increase in heat rate or yield for fossil and renewable assets

**>30%**

improvement in reliability and resilience within existing spend levels<sup>6</sup>

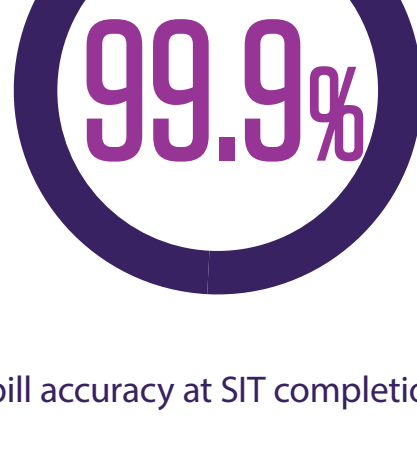
## INFOSYS UTILITIES INDUSTRY SOLUTION: YOUR UNIFIED PLATFORM FOR TRANSFORMATION

Infosys Utilities Industry Solution is a pre-configured, pre-built suite of tools designed to help you meet regulatory requirements, customer experience demands, business scalability, cost efficiency, time to market, and industry competition.

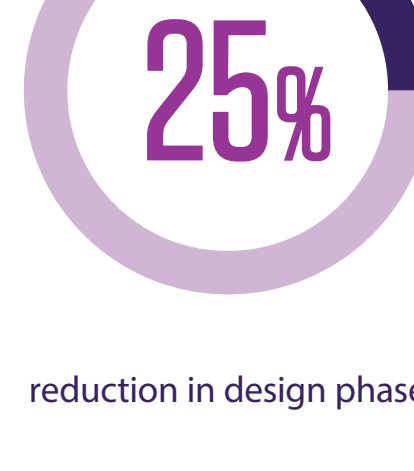
Potential return on investment:



reduction in development effort



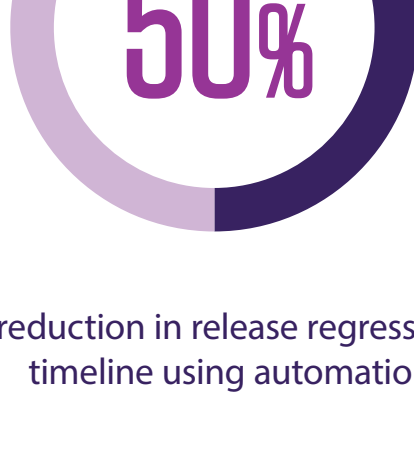
bill accuracy at SIT completion



reduction in design phase



accelerators as part of Infosys cloud framework



reduction in release regression timeline using automation

## AT A GLANCE: INFOSYS UTILITIES INDUSTRY SOLUTION

- Pre-configured templates for water, wastewater, electric, and gas CIS processes
- 100+ predefined process flows based on industry best practices
- Agile transformation suite
- 400+ system test cases
- 600+ integration test cases
- Data migration accelerators, including toolkit, templates, and reconciliation approaches
- Program management dashboard

Take your first and last step to utilities transformation—today

We believe stand-out customer experiences, accelerated service innovation, and greater operational resilience shouldn't be out of reach of any organization.

Learn how Infosys Utilities Industry Solution—powered by Oracle—can help you gain a competitive advantage—all in a single platform.

[Find out more](#)

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Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

<sup>1</sup> [https://assets.ey.com/content/dam/ey-sites/ey.com/en\\_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf](https://assets.ey.com/content/dam/ey-sites/ey.com/en_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf)

<sup>2</sup> [https://assets.ey.com/content/dam/ey-sites/ey.com/en\\_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf](https://assets.ey.com/content/dam/ey-sites/ey.com/en_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf)

<sup>3</sup> [https://assets.ey.com/content/dam/ey-sites/ey.com/en\\_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf](https://assets.ey.com/content/dam/ey-sites/ey.com/en_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf)

<sup>4</sup> [https://assets.ey.com/content/dam/ey-sites/ey.com/en\\_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf](https://assets.ey.com/content/dam/ey-sites/ey.com/en_us/topics/power-and-utilities/ey-power-and-digital-survey.pdf)

<sup>5</sup> <https://blogs.sw.siemens.com/energy-utilities/2022/03/21/digital-transformation-in-the-energy-and-utilities-industry/>

<sup>6</sup> <https://www.mckinsey.com/industries/electric-power-and-natural-gas/our-insights/winner-takes-all-digital-in-the-utility-industry>