INFOSYS UTILITIES INDUSTRY SOLUTION

Modernize the customer experience with a pre-built and pre-integrated transformation suite for intelligent end-to-end metering, service, and billing management.

ORACLE | Partner

Infosys®
Navigate your next

The global utilities industry faces significant challenges, such as driving competitive growth while meeting rising customer expectations and regulatory pressures.

Many utilities providers must contend with inflexible legacy technology platforms and a lack of connected data-driven visibility across the value chain. This prevents them from reacting proactively to emerging market trends and streamlining metering, service, and billing across the customer journey.

Emerging regulatory guidelines designed to protect consumer interests are compounding the need for operational flexibility and insights. Likewise, deregulation is opening the utilities market up to disruptive new players that have the digital-native capabilities to help win customer loyalty.

Infosys Pre-configured and Accelerated Customer Care & Billing Enablement holds the solution. It's a fully integrated customer care and billing enablement platform designed to fast-track back-office modernization. It's backed by Oracle Utilities Customer Information Systems (CIS).

Read on to learn why it matters—and what it can do for you.

What is Infosys Utilities Industry Solution?

Infosys Utilities Industry Solution provides pre-configured tools designed to help the transition to a unified, data-driven CIS platform suite—with options to deploy its subsidiary solutions in the cloud and on-premises.

Powered by Oracle, our services deliver the agility, flexibility, and connected visibility to enhance meter-to-cash processes, drive operational resilience, and deliver next-generation customer experiences while ensuring statutory compliance.

Industry challenges unpacked

Shifting customer expectations

Utilities customers increasingly expect providers to deliver connected, personalized service experiences across their favorite digital channels. They also want utilities providers to help them navigate the cost-of-living crisis with smart and highly accurate billing support.

Complex legacy infrastructure

Many utilities providers rely on complex legacy systems, fearing that digital change will create unnecessary disruption and cost. However, this may do more harm than good because inefficient processes impact the ability to meet customer expectations.

Strict industry regulations

The utilities industry is subject to strict regulations. Regular legislative changes and an increased focus on data protection and sustainability mean providers must take extra care to stay compliant.

Limited operational visibility

Disparate data silos slow decision-making, hinder innovation, and create costly inefficiencies. They also block meaningful automation across billing, metering, and service, taking up time that would be better spent on projects that add more value.

Fierce deregulated competition

Widespread industry deregulation eliminates monopolies and allows free-market competition, encouraging disruption from digital-native start-ups. To remain relevant, traditional providers must embrace smart data-driven technologies.

Why Infosys and Oracle for utilities transformation?

Infosys Utilities Industry Solution delivers a comprehensive suite of pre-configured solutions to help you streamline CIS modernization and take full advantage of Oracle Utilities CIS Platform for billing, metering, and service.

Together, Oracle's industry-leading platform and Infosys' proven expertise can empower your teams with the solutions they need to:

Democratize billing processes

Simplify billing in a pre-built, no-code environment to easily configure, test, and deploy new rates and processes. Run complex residential, commercial, and wholesale calculations out-of-the-box for fast and accurate results.

Accelerate CIS transformation

Access pre-built, pre-configured, and pre-integrated enablement tools and services to create and execute a compelling business case for system modernization. This includes solution training, testing, and comparison tools to streamline the Infosys journey.

Enhance operational resilience

Become more adaptive, responsive, and scalable with SaaS. Take advantage of integrated cybersecurity, autonomous patching, and disaster recovery for peace of mind. And go live faster with a pre-built library of reusable process flows and interfaces.

Create data-driven experiences

Unlock a 360-degree view of the customer and empower service staff to automate and orchestrate personalized interactions. For example, share contextual billing notifications and intuitive self-service options for account management, payments, and appointments.

Expand metering and service

Capture data from multiple sources, roll out new services, manage customer preferences, and proactively address leaks and loss from a single, data-driven dashboard. And with interval licensing and support for all smart meter programs, scaling smart meter deployment is simpler than ever.

Deep dive: Infosys Utilities Industry Solution

Take a closer look at the core capabilities and solutions behind this fully integrated utilities transformation offering.

Solution: Infosys Pre-configured and Accelerated Customer Care & Billing Enablement

What?

A pre-configured industry-specific solution to help assess, migrate, and unlock the full value of a modern CIS platform in the cloud.

Why?

- Legacy CIS platforms can be inflexible, complex, and expensive to maintain

- Migrating to a modern platform without a proven partner may prove disruptive and incur unforeseen costs and risks

Key features and benefits

- Leverage a library of test scenarios, data migration templates, pre-built reports and forms, pre-designed business flows, and many other out-of-the-box solutions

- Compare legacy CIS system bills with bills generated in the new system

- Accelerate migration with integrated training programs and testing materials

- Easily integrate Oracle utilities solutions with external, edge, and legacy systems

- Assess and ensure the company CIS solution meets security and regulatory requirements

- Resolve billing and metering exceptions using robotic process assistant (RPA)

Infosys Pre-configured and Accelerated Customer Care & Billing Enablement in numbers

Infosys Pre-configured and Accelerated Customer Care & Billing Enablement includes pre-configured templates for water, wastewater, electric and gas CIS processes. Also available are more than 100 predefined process flows based on industry best practices, an agile transformation suite, ~400 system tests, and ~600 integration tests, data migration tools and reusable components.

Existing users report the following benefits and return on investment (ROI):

30%
reduction in development effort

99.99%
bill accuracy at SIT completion

25%
faster solution design

50%
reduction in regression timelines using automation

Solution: Utilities Customer Information System (CIS) based on Oracle Utilities Customer Information Systems

What?

A unified billing, metering, and service management platform for integrated, automated, and data-driven customer-facing operations. Powered by Oracle, companies can choose the solution components they need to standardize processes and meet their business needs.

Why?

- Legacy CIS platforms can create costly and disruptive process inefficiencies
- Disparate data silos and processes prevent agile scalability and transformation

Key features and benefits

Customer Cloud Service (CCS)/ Customer to Meter (C2M) on-premises for customer information, billing, and meter data management

- Modernize customer service from a centralized cloud-based platform
- Build and automate personalized interactions across all channels

- Simplify and connect field services operations with integration APIs
- Monitor and adapt to customer trends to drive loyalty and engagement
- Access customer profile, billing, and metering data to tailor services
- Streamline daily meter-to-cash processes with a 360-degree customer view
- Eliminate complex meter-to-cash integrations and reduce platform costs
- Improve case management with accurate records and insights
- Calculate and deploy new billing rates quickly and at scale
- Tailor billing processes to customers' business needs
- Integrate billing tools with existing ERP and financial systems
- Automate validation, estimation, and edit (VEE) processing
- Improve billing accuracy to optimize cash flow and customer value

Supporting corporate system solutions

Infosys and Oracle can also provide a diverse range of supporting corporate systems to enhance and automate your end-to-end utilities operations. These include:

Finance-as-a-Service (FaaS) solutions

Position finance as a strategic enabler with a transformation framework for cognitive insights, compliance and governance, continuous business optimization, and automated reporting.

Human Capital Management (HCM) solutions

Tap into intelligent digital HR solutions like HR Navigator, Payroll Insights, Digital Messenger, HR Bot Factory, and HCM Cloud Migration Kit to enhance customer and employee interactions and experiences.

Enterprise Performance Management (EPM) solutions

Transition to a more agile and connected planning environment, dive deeper into costs and profitability, and accelerate reporting to help outperform the competition.

Adapt and thrive with Infosys and Oracle

Contact our solution experts today to learn how Infosys Utilities Industry Solution can help you become a more agile, flexible, and adaptive organization.

Together, we can power stand-out customer experiences, accelerate service innovation, and foster operational resilience for

an uncertain future.

Get in touch

About Oracle
Oracle offers integrated suites of applications plus secure, autonomous infrastructure in Oracle Cloud.
For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com

ORACLE | Partner

For more information, contact askus@infosys.com

Infosys®
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected