

INFOSYS INTELLIGENT CUSTOMER INSIGHTS FOR UTILITIES

Utility organizations continue their journey towards digitization of the business processes with customer-centricity becoming a key influencer. Utility organizations seek to gain competitive advantage by developing advanced capabilities

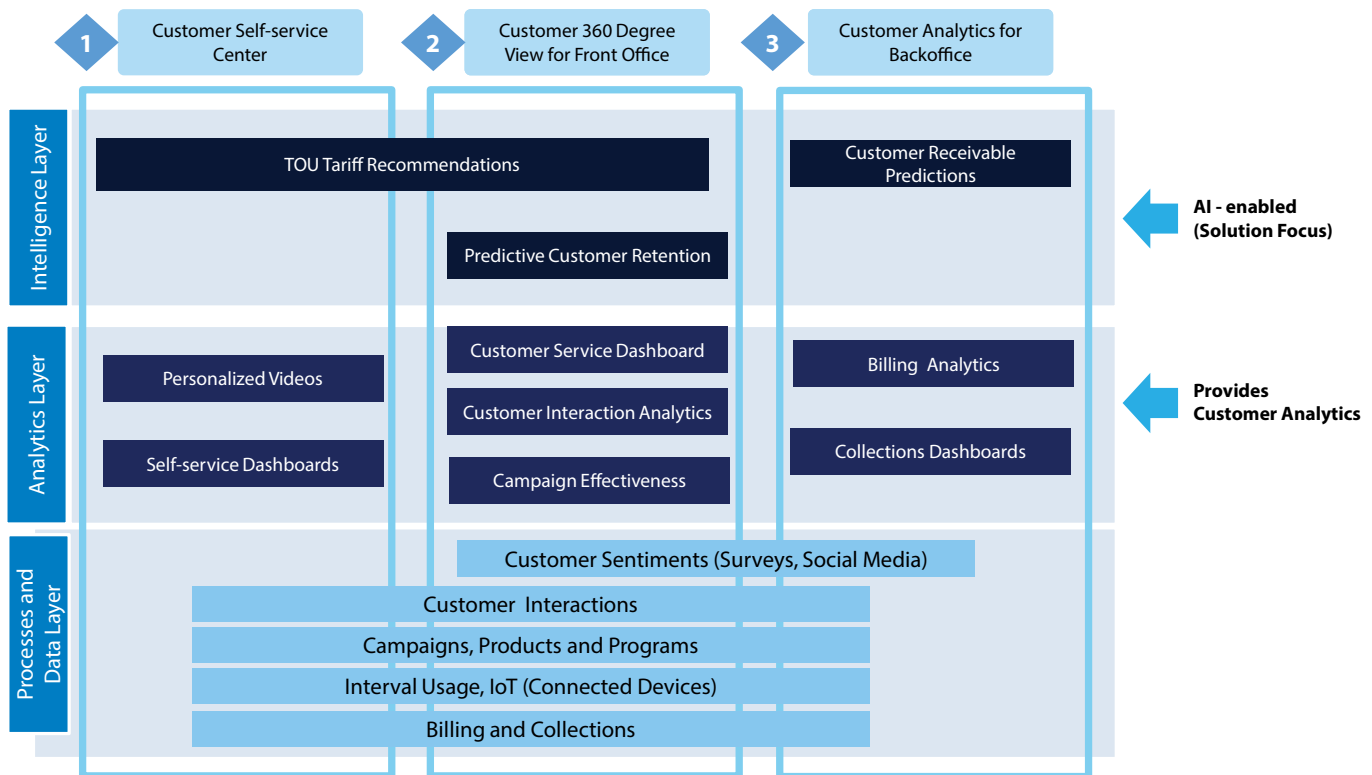
using technologies like IoT, predictive analytics and AI models to equip its front office personnel with actionable insights to better serve their end customers.

An enhanced customer experience can help utility organizations improve

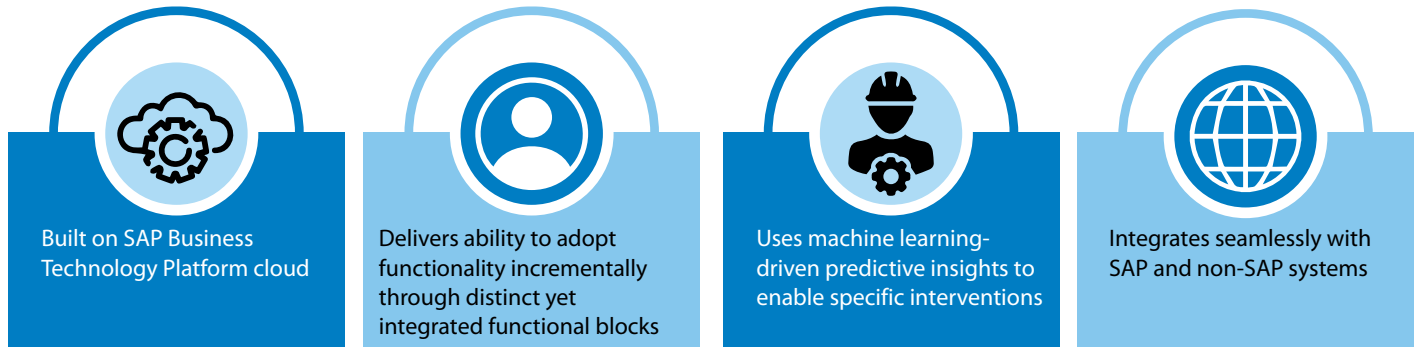
market share, reduce customer churn, and ensure healthy profitability. Delivering superior customer experience is made possible by intimately understanding customer preferences, behavior and creating interventions that will deliver customer value.

Solution Overview

The Infosys Intelligent Customer Insights for Utilities solution aims to improve customer experience by holistically addressing the needs of customers as well as front and back-office personnel who contribute to overall customer experience. It augments analytics with AI capabilities to deliver real-time insights. The solution is available on SAP Business Technology Platform for efficient deployment.



Solution Features



Key solution components include:



Business Benefits Delivered

Reduction in energy bills for commercial and industrial customers by up to 10% - This machine learning powered solution analyzes customer usage pattern and tariff plans to recommend optimal plan for obtaining savings thereby helping in demand side response

Provide ability to residential customers to opt for right tariff plan – The solution leverages statistical algorithms to analyze energy consumption of IoT enabled devices as well as total consumption, recommends consumption pattern for devices and simulates energy bill enabling customers to choose right plan

Improve customer retention by up to 5% - The predictive customer retention analyzes wide range of analytical data such as surveys, billing history, customer service data to predict customer churn and proposes interventions to reduce spend

Reduce payment defaults by up to 15% based on historical behavior - The solution predicts customers propensity to pay and recommend payment plan to customers who are likely default

Provide your front office and back office the flexibility / agility of self-service – Leveraging Infosys industry standard analytics model help users build stories, discover data and reduces IT dependency in generating analytics

For more information, contact askus@infosys.com

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