COVID-19

Sentiment Beat for Utilities using SAP Experience Management

Current Scenario

- All the businesses including Utilities are going through quick transformation to sustain and evolve in these torrid times.
- Every word said and unsaid has emotions and Sentiments behind it.
- Staying connected remotely, gathering the sentiments and then presenting practical solutions is the need of time but equally challenging for Utilities.
- Understanding the emotions & sentiments is an effective way to understand customer needs, create empathy and help customers serve better in these testing times.

TechM Solution - Sentiment Beat for Utilities

**Sentiment Beat for Utilities** is Tech Mahindra’s Integrated Emotions and Sentiment Analysis Ecosystem using SAP Experience Management and Integrating with S4 HANA and Customer Management and other partner systems making it an integrated digital Customer Experience and Operations (X+O) Ecosystem.

Key Features

- **Customer Beat**
- **Employee Beat**
- **Workforce Beat**
- **Market Participants Beat**
- DER | Retailers | T&D

- **Integration with TechM Proprietary & Partner Platforms** (CAREXA & Entellio & SEW)
- **Analytics Plugin to Connect Social Media for COVID related insights**
- **Multi-channel Support**
- **Integrated Ops and X Data**
Our Sentiment Beat Ecosystem uses SAP Experience management to collect X data from various sources.

It integrates with Utility Rise TECHM Packaged solution and accelerator using S4 HANA Intelligent Suite synthesizing the Operations and Intelligence data. It also integrates with Enterprise Asset & Performance Management, Digital Meter to Cash, Supplier collaboration & Digital Supply chain.

Apply the insights and helps the Customers to serve them well and improve communication. Understand and Empathize with other market participants to serve them better and build efficient solutions.

**Solution Benefits**

1. Understand the Utilities Ecosystem partners better and gain Empathy in COVID times.
2. Improved Workforce Customer and Employee Satisfaction.
3. Understand handle & act on Key Emotional triggers behaviors & Needs and help them serve better.
4. Enhanced Communication.
5. Adaptive Partner Service by handling quick escalation.
6. Live Insights feeding into right and prompt actions.
7. Integrated Emotions & Sentiments Ecosystem connecting X+O data.

For more information connect with us at: EnergyUtilities@Techmahindra.Com | https://www.techmahindra.com/en-in/covid-19-response/