➢ CUSTOMER

"I am an electricity provider with a huge number of defaulters for bill payments which results in heavy losses.
How can Tech Mahindra help?"

➢ OUR TECHMIGHTY:

"We understand! Let us tell you how you can leverage our Utilities Recommendation Engine to predict the most likely payment defaulters for mitigating dispute effectively and also develop strategies to make them pay on time."

HelloBPS
Issue 38

We understand
The Problem

The electric power industry is poised to accelerate through increased use of digital technologies.

Challenges organizations face are:

- **Capacity** – Fulfilling the increasing global demand through ancient infrastructure

- **Efficiency** – Reduction in transmission loss, pressure to reduce prices and proper op-ex management

- **Reliability** – Providing uninterrupted power supply and quick reactions to changes

- **Sustainability** – Ensuring effective integration of renewable power generation and reducing the carbon footprint

Our Solutions
save the day

TechM BPS has leveraged its deep understanding of the network business and utilities domain to develop an analytics-powered Utilities Recommendation Engine, encompassing the entire utilities value chain.

Our solution extracts key data and leverages the best of traditional and futuristic methodologies to provide recommendations and insights. Key highlights include:

Customer Satisfaction
- Improve experience throughout customer support lifecycle
- Prediction of Support Requirement & Proactive Elimination
- Improvement in contact rate by deploying best time to call
- Real-time prediction of repeat calls
- Text mining to gauge customer sentiment and gather insights

Revenue Assurance
- Usage and theft detection
- Capacity planning and infrastructure
- Maintenance & Churn management
- Cross sell/Up sell

Smart Grid Analytics
- Geo-Spatial Analysis
- Energy Balance Management

Recommendation Engine	Customer Satisfaction
	Revenue Assurance
	Smart Grid Analysis

Benefits achieved…

Qualitative

1. Improved multi-channel customer experience

2. Better return on investments

3. Focused strategies through interactive visualization

4. Better campaign based on customer feedback

Quantitative

1. Reduction in customer bill shocks ~ 15%

2. Increase in customer acquisition ~ 10%

3. Increase in first call resolution ~ 10%

4. Improvement in peak management ~ 15%

5. Increase in NPS ~ 12%

Key Takeaways…

Who needs the capability: Organizations in the Utilities industry are looking forward to overcome challenges in customer life cycle, distribution management and socio-economic scenarios to provide seamless customer experience, meet digital demands, improve resource utilization and create environmental impact.

What should decision makers know: Digital trends are changing industry dynamics for Utilities. Digital Supply Chains ensure streamlined delivery, Omni-channel and IoT impact customer experience, Blockchain ensures secured and accurate data transfers, Machine Learning enables self-learning to cater to unknown threats and Collaborative Monetization builds partial ownership networks to deliver smart services.

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