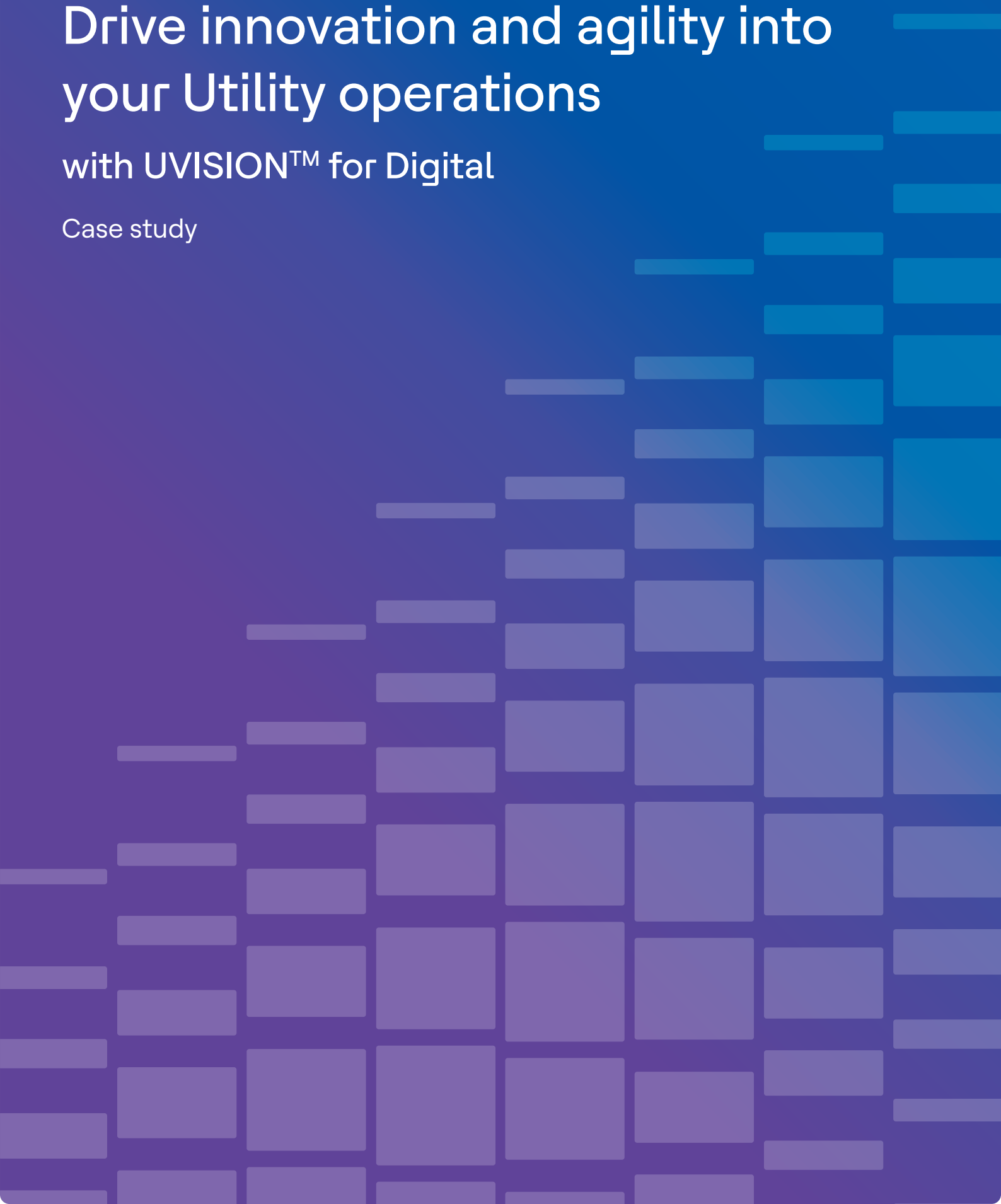# HCLTech | Supercharging Progress™

Drive innovation and agility into your Utility operations

with UVISION™ for Digital

Case study

Largest investor-owned electric utility based in Europe more than around 80,000 employees worldwide.

The Challenge

The client was facing significant challenges in leveraging legacy system and slow business processes.

The client's biggest challenge was to manage the delivery cycle, which was generating large chunky releases every 5-6 months in production and uncertainty in the deployment cycle.

The client wanted to compete in the market with its competitors in a targeted and scale-agnostic manner.

The Solution

- HCLTech leveraged its FENIX model and introduced the Digital@scale for the customer

- Delivered digital transformation to an agile, fully DevOps team that is distributed across multiple locations to address customer's business users and customers spread across UK, Germany and the Rest of Europe.

- Provided a multi-vendor setup and DevOps assessment - defining and executing an automated continuous delivery environment with full, mature DevOps at play.

- Platform & DevOps, maintenance and support and optimization through nearshore.

- 7+ platform teams (feature dev, platform ops)

The Impact

New feature releases in a SAFe agile-aligned, large programs comprising 200+ people, leveraging our swift hiring model - Fast paced, fully onsite model for senior tech resources to a full onsite staffing model

Recruited 90+ people for a niche, technical background in under three weeks for 90% of critical roles, onboarded 300,000 consumers and ready for inducting 10 million more in the next six months

Reduced go-live time for components from five months to two weeks, 150% increase in leads and a 10 % increase in conversion from leads in the bakery and restaurants market segment

A increased leads by 150% and conversion by 10% in the bakery-and-restaurants market segment major UK water company managing the water & wastewater network in Northwest England with 5000+ employees

The Challenge

The client envisioned future state 2020-25 to achieve the following :

- From laggard to fast-track

- Regulator (OFWAT) commitments required digital technology and E2E transformation to meet targets

- Key ODIs of a 10.5% reduction to bills and a 15% reduction in leakage required significant cost efficiency and resilience

- The client wanted to focus on digital partners that could achieve business ODI, work throughout the next AMP period from the outset to support conceptual thought leadership, provide converged IT/OT digital solutions, enhance delivery models, adopt new and agile engagement models and be the lead partner to deliver client digital vision covering:

  a. Bringing together IT, OT and data streams as one team and be an industry pioneer in IT/OT convergence-driven, digital journey
  b. Systems thinking approach focusing on end-to-end join up of systems, data and processes
  c. Move from current, siloed system thinking to AI/ML-managed system thinking

- The lack of 360-degree view due to the absence of an integrated reporting mechanism, the use of multiple data sources and the absence of a comprehensive view of demand, lleakage and their interconnections were the biggest challenges that the customer was facing

The Solution

HCLTech was selected as the prime digital partner for helping the client in enabling the AI/ML-managed system thinking and to build a next-generation platform focusing on end-to-end join up of systems, data and assets to achieve the business and IT outcomes/KPIs. It is an ongoing journey. HCLTech's core solution and technology pillars covered:

- Next-generation, cloud-based data platform covering analytical models, monitoring and control, visualization and optimization and AI/ML-based technologies/tools/solutions to achieve consistent user experience

- Moving toward a common platform for IT and OT enabled data from both sets of systems to work together, leading to improved, company-wide visibility of KPIs

- Harnessing data and IoT using AI to automate and continuously improve the processes to provide help to the client's customers and teams

- Development and enhancement of mobile apps to capture data and provide insights at the right time to the on-field force

- Connected IoT devices and sensors to the customer's water network assets and getting meaningful, real-time data to the core data platform and also enables remote operation

- Collated multiple data streams into a data lake for creating dynamic dashboards and an intelligent ecosystem for informed decision-making to better serve communities

- Demonstrated that using HCLTech's sketch-based architecture enables reusability of data pipelines and significantly reduced development time for ingesting new tables and new data sources

- Developed a 360-degree view for DMA and DMZ at the day-level

- Real-time dashboards, flow and consumption forecasts, data analysis and integration of several data sources

The Impact

HCLTech delivered multiple projects and worked with the client to achieve the following:

- Joining up the data and analytics pipeline enabled collaboration, co-creation, class-leading data insight, models, capabilities and unlocking predictive analytics. Moved from manual data analysis with human-dependent decisions supported by data and technology to technology-driven analytics and insights - 30-40% reduction in manual work

- Evolved customer network management approach to provide a comprehensive risk assessment framework across point and linear assets

- Set up a common platform for IT & OT and enabled data from both systems to improve business performance e.g. understanding factors driving flooding performance and improved prioritization of preventive actions leading to improved business KPI & ODI by 10-15%

- A unified platform for analyzing DMA and DMZ water flow, consumption, demand and leakage

- Seamless integration between various data sources and accurate data analysis, anomaly identification and real-time dashboard

- Created 360-degree view for analysis and prediction of TDF and consumption & delivered actionable insights from TDF and bottom-up consumption forecasting reports

- AI/ML-based techniques to achieve a consistent experience

Multinational utility organization providing water & waste management in Europe, with more than 35,000 employees

The Challenge

- The client wanted a complete revamp of its website with an enhanced user experience

- Improve organic search performance

- Increase leads and qualified opportunities for all business groups

The Solution

HCLTech implemented a phase wise solution:

- **Discovery Phase:** Site reviews, Content Audits, Stakeholder Interviews

- **Definition Phase:** UX Strategy, Sitemaps, Product Catalogue Content, Taxonomy

- **Design Phase:** Information Architecture, Visual Design, Refresh HTML/CSS and Content Model & Asset Definition, Template Design

- **Delivery:** Drupal implementation, Elastic Search Integration, Template creation, Content Production & Population

The Impact

120% increase in organic search traffic

30% Increase in leads from the consolidated site

Opportunities converted from leads increased by **80%**.

One newly integrated site saw leads double and a **58%** boost in the pipeline