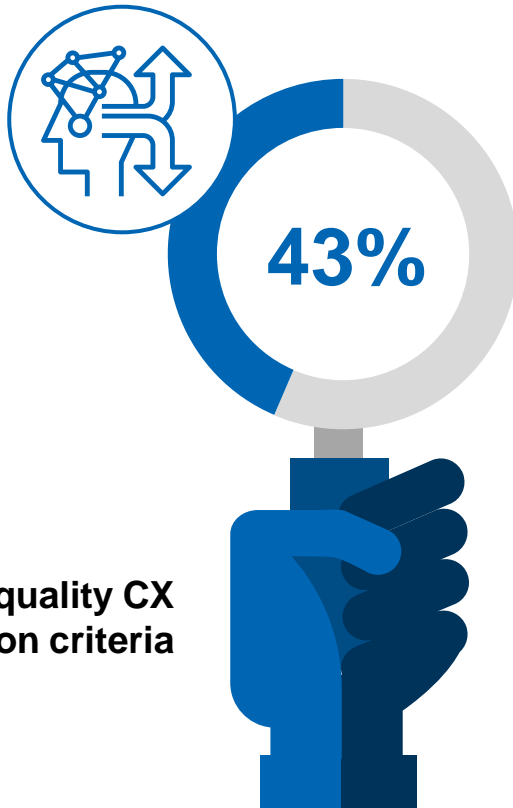


**“People, not processes,  
transform business.”**

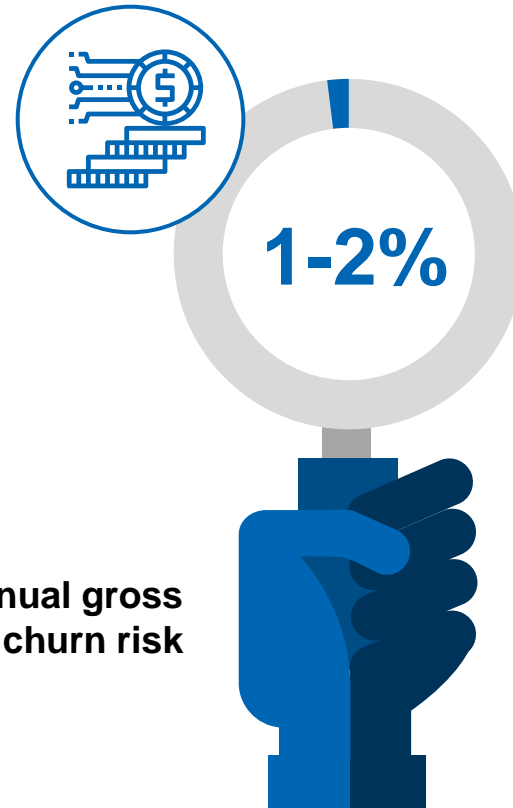
# **HCL DX**

## **- Utility Solution Overview**

# The Surprising Truth



Place high-quality CX as top decision criteria



Typical annual gross churn risk



Number of bad experiences before customers will explore substitute options

Today's energy companies are besieged with challenges in the retention and profitable growth of their book of business. A customer will continually **evaluate** their experiences with the brand and **make loyalty decisions** based on them, virtually as often as outcomes driven by pricing and service coverage considerations.

Examples shown from research by Satmetrix Systems and Bain Consulting, © 2019.

# Your Customers Don't Live in a Silo.



Companies have invested substantial budgets on process & tools to engage, listen to, & measure customers. Platforms such as survey systems, CRM, call center platforms & social media monitoring have become commonplace. These systems are generally mature & sophisticated but are hampered by operating deep in organizational & functional silos.

**The result is often a limited, incomplete & jumbled view of the whole customer & the experience they've had with the company, staff & product offerings along their journey.**



# Your Customers Don't Live in a Silo.



**Without the right tools & approach, finding & recognizing the most actionable customer insight is often akin to finding a needle in a haystack.**

**“VoC Efforts Are Not Delivering At Scale.” –Forrester, July 2020**

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## Enterprises Must Have One VoC Program, Not Many

Why Enabling A Cross-Channel View Is Critical To CX Transformation

by Faith Adams  
July 13, 2020

**“To drive CX transformation, CX leaders must lead the charge to connect the VoC data dots and present a unified view of the experience.”**

### Why Read This Report

While customer experience (CX) is a top priority for business while engaging with a brand, the ability to deliver a consistent and personalized experience across all touchpoints is often overlooked. This is because many companies approach CX in a disconnected way, with multiple silos running their own VoC efforts. To drive CX transformation, CX leaders must lead the charge to connect the VoC data dots and present a unified view of the experience. In this report, we outline why this is necessary and what companies must do to achieve broader CX intelligence that

### Key Takeaways

Even though many customer feedback management (CFM) and voice of the customer (VoC) vendors intend to be enterprise solutions, they are often anything but. That's because enterprises often have multiple, uncoordinated VoC efforts in place.

### CX Success Requires A Unified View

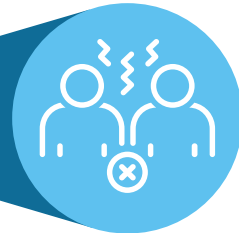
Silos focus their respective teams on smaller find-and-fix opportunities instead of those that deliver high-value business outcomes. To enable smarter

# Major Issue Utility Face Today are (TALKING POINT)...not in DECK



**Multiple tools & / agencies** supporting customer engagement & customer service / care functions

- Call Center, IVR, Chat BOTS, Self Service, My account, Bill presentment, DSM, DER Market place



**Inconsistency** in the information shared with your customers

- Bill compare on the Call Center , My Account vs DSM portal not the same



**Risk of data loss** or compromise of PII information

- Currently being handled through contract

# See the Forrest for the Trees



Digital and Mobile



CRM



Secure Messaging



Social Intelligence Platforms



Recorded Calls & Chats



Customer Surveys



Web forums



CX teams are missing **95%** of customer feedback and conversations.

-Forrester Research 2020

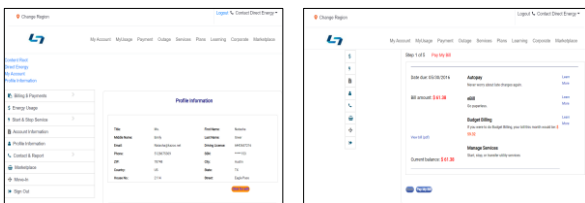
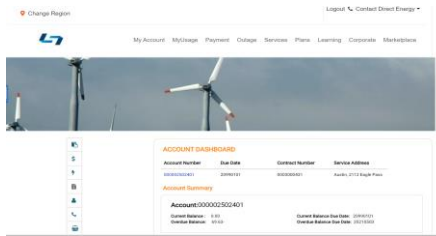


# Utility Solution Portal



## Technology / Platform

- Human-centric UI/UX design using HCL's DX Low Code /No Code AppDev Platform
- Omni-Channel Solution – Single source for multiple platforms like Mobile, Tablet and Web



## Challenges

- Customer's current websites are with more complex navigation for even simple tasks
- Manual work for requesting the services and changing the plans
- Lack integration with backend systems or other ITMS tools
- No proper tracking of usage, payment history and plans
- Time consuming process to assist the customer
- Difficult of maintain the technology platform



## Solution Highlights

- Responsive & Progressive Web App Development Platform
- Omni-Channel Solution – Single source for multiple platforms like Mobile, Tablet and Web
- Self-Service portal for customers to do account management activities
- Beyond the meter solution which include an e-commerce Marketplace for customers to buy energy related equipment like – Smart Bulbs, Smart Switches, Smart Thermostats, etc.
- AI NLP based Chatbot for increasing customer experience
- AI based chat bot to help users to find information on the portal and solve issues without reaching out to support personnel



## Benefits

- Integrated view of all customer data on a single console
- Enhanced customer satisfaction
- Eliminate manual spreadsheets and multiple copies / email transactions
- Eliminate L1 and L1.5 tickets from customers
- Integrated solution with ITSM tools like Jira/ServiceNow
- Integrated solution with SAP and Oracle backend systems



# Value Drivers

## Improve Customer Experience

- Enhanced customer experience through intuitive, fully-automated & connected experiences
- Provide a single responsive digital portal for customers, agents, employees to drive self-service functions.

## Omnichannel Experience

- HCL digital platform allows our clients to build true omnichannel applications
- Artificial Intelligence (AI) powered apps that respond to voice and chat commands including web, mobile apps and internal messaging channels.
- Makes your application up and running across various platforms (web, mobile, chatbot) without any incremental efforts.

## Offer consistent service levels

- Enforce business process consistency through implementing business rules on platform for customers.
- Capability of DAM and Web content to capture all training/user manual on a single platform
- Reduced contract cycle time by as much as 25%
- Improves the seller satisfaction by up to 37%

## Improve Employee Experience

- Employee augmentation, via the use of AI really drive performance enhancements and employee satisfaction Improved on-boarding, easier online ordering with Seamless Account Management, Contract Management and Invoice/dispute management capabilities
- Reduction in manual processes bringing down the delays along with avoiding human errors.
- Self Service capabilities to drives down operating costs & reduce onboarding effort by 40%
- Improves the employee satisfaction by up to 37%

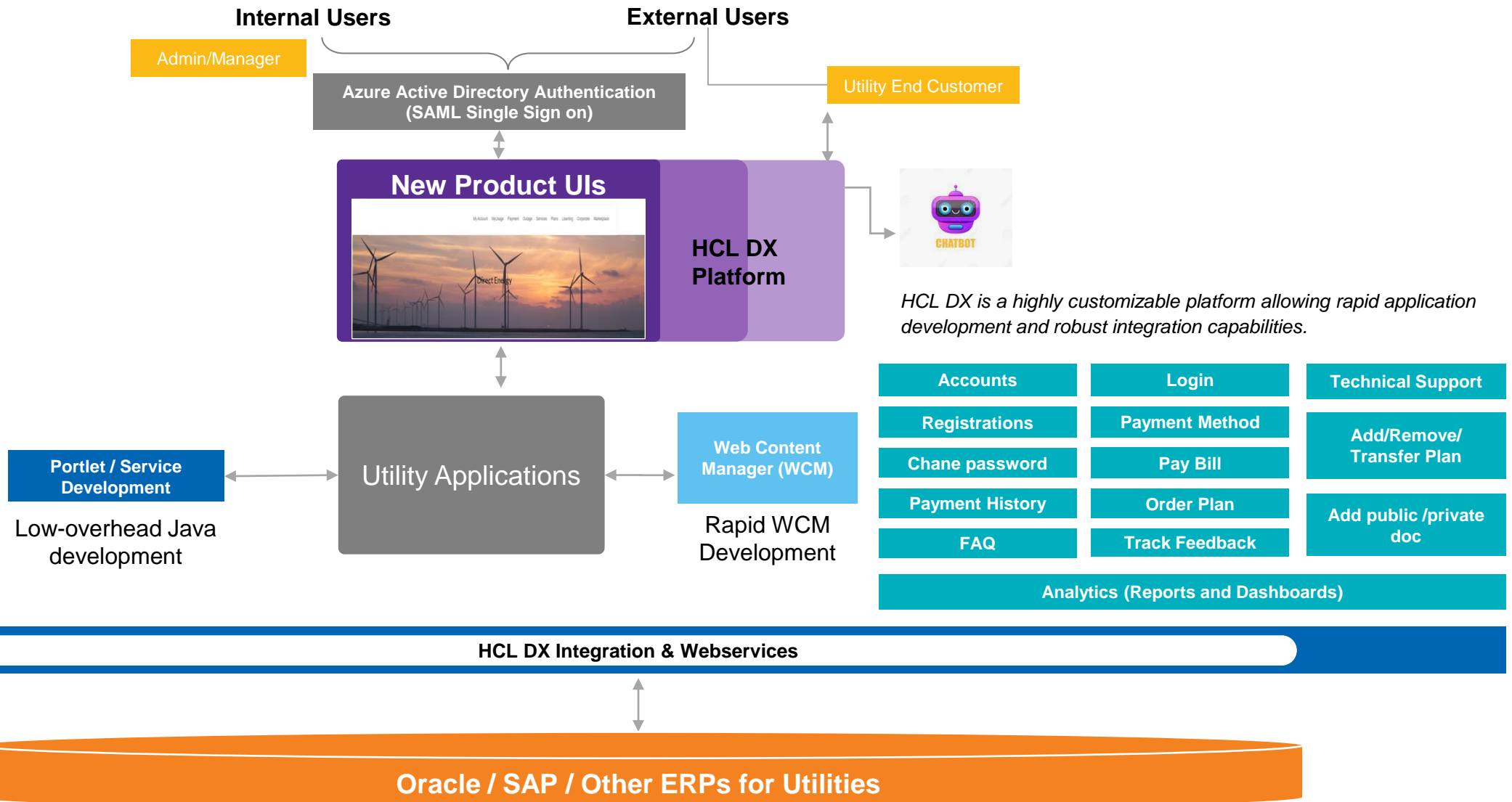
## KPI Based Services

- Capabilities to measure KPI based on customer feedback and performing sentiment analysis
- Measure response time and resolution time

## Envision the future state of service

- Cloud Native Solution - The control and security of on-prem with the flexibility, scale & convenience of the cloud. Your cloud!
- A catalog of HCL Software REST APIs & Products that are enabled for Kubernetes as Docker images & Helm charts
- Supports agile ways of working
- Increases developer productivity & efficiency by minimizing service calls & payload sizes.

# Architecture - Systems View



# Utility Demo Screenshots

Image 1: Dashboard - Web-portal

**Our Products**

FlexUsage	Savers Switch	Monthly Average
<b>9.1 ¢/kWh</b>	<b>8.2 ¢/kWh</b>	<b>9.8 ¢/kWh</b>
(1000-2000 kWh)	(1000-2000 kWh)	(1000-2000 kWh)
7.2 ¢/kWh (500-1000 kWh)	9.2 ¢/kWh (500-1000 kWh)	10.3 ¢/kWh (500-1000 kWh)
10.2 ¢/kWh (> 2000 kWh)	8.2 ¢/kWh (> 2000 kWh)	8.7 ¢/kWh (> 2000 kWh)
Indexed Plan	Variable Plan	Fixed Plan
1 Month	12 Months	12 Months
25 %	18 %	18 %
\$145.00	\$145.00	\$145.00
Fact Sheet	Fact Sheet	Fact Sheet
Terms of Service	Terms of Service	Terms of Service

Image 2: Dashboard – Mobile application

**Our Products**

FlexUsage	Savers Switch	Monthly Average
<b>9.1 ¢/kWh</b>	<b>8.2 ¢/kWh</b>	<b>9.8 ¢/kWh</b>
(1000-2000 kWh)	(1000-2000 kWh)	(1000-2000 kWh)
7.2 ¢/kWh (500-1000 kWh)	9.2 ¢/kWh (500-1000 kWh)	10.3 ¢/kWh (500-1000 kWh)
10.2 ¢/kWh (> 2000 kWh)	8.2 ¢/kWh (> 2000 kWh)	8.7 ¢/kWh (> 2000 kWh)
Indexed Plan	Variable Plan	Fixed Plan
1 Month	12 Months	12 Months
25 %	18 %	18 %
\$145.00	\$145.00	\$145.00
Fact Sheet	Fact Sheet	Fact Sheet
Terms of Service	Terms of Service	Terms of Service

# Utility Demo Screenshots

Image 3: Available Online Services (Web)

The screenshot displays the 'Available Online Services' section of the Digital Energy website. The header includes the Digital Energy logo and a navigation menu with links for Dashboard, My Account, Outage, Services, Plans, Faqs, Contact us, Learning, and Corporate. The 'Services' link is highlighted with a red underline. The main content area is titled 'Available Online Services' and features six service cards arranged in a 2x3 grid. Each card includes a representative image, a title, and a brief description. A vertical 'Feedback' button is located on the left side of the service grid. At the bottom right of the grid is a chatbot icon.

**Available Online Services**

**Manage Services**  
We can help make your transition easier. We are here to help with whether its starting, stopping or moving service from one place to another. You can also check the status of your current service request.

**Pay Bill**  
Manage your budget by paying your bill online, through the mail or by phone (800.234.4445).

**Change Billing Address**  
Use our online form to update your service billing address.

**Find Rebates**  
Find ways to save on your energy bill.

**Get a New Connection.**

**Make an Appointment**

**Feedback**

**Chatbot**

# Utility Demo Screenshots

Image 4: Outage Center - Web-portal

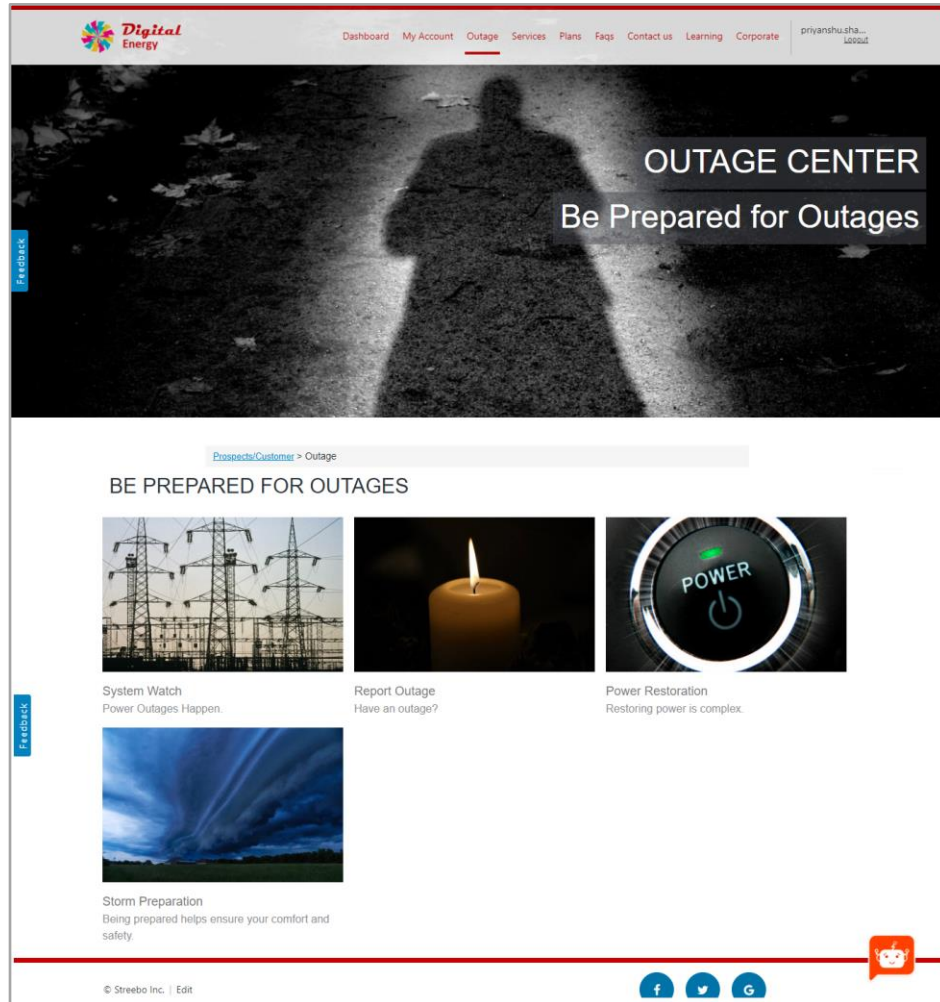
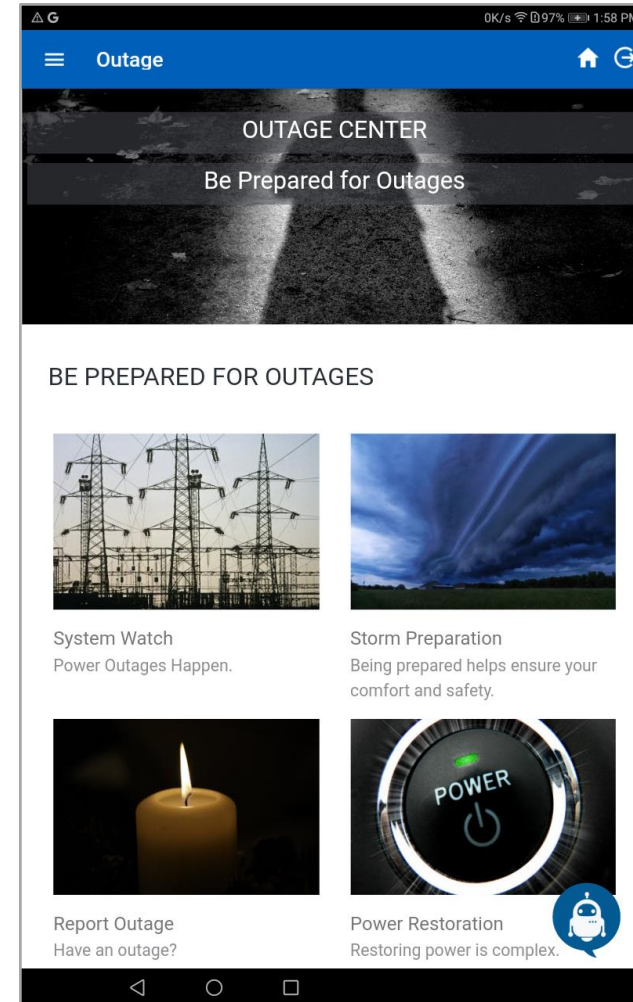


Image 5: Outage Center – Mobile application




# Utility Demo Screenshots

Image 6: Plan Sign-up– Web portal

## Plan SignUp

Complete the form to start your service.

Plan Sign UpCall Us: 877-999-1234FAQ

### Personal Information


First Name*	Middle Initial	Last Name*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Maiden Name	Date of Birth*	Phone Number*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address*	Re-enter Email Address*	Language Preference*
<input type="text"/>	<input type="text"/>	<input type="radio"/> English <input checked="" type="radio"/> Spanish

Email Subscriptions:  
 Direct Energy products & services  Third party offers (e.g., events)  Energy efficiency

### Credit Check

Street Address





### Switch or Move Request

 Surge Protect provided by Warranty U shields customers from the impact of high repair bills and replacement costs associated with a power surge or lightning strike. Up to a total of \$1,000 in annual coverage for covered components.  
 Add Surge Protect for 6.99 per month.

Draw your signature

[Clear](#)

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# Utility Demo Screenshots

Image 7: Change Billing Address

Prospects/Customer > Services > Change Billing Address

## Change Billing Address

Use this form to make billing address changes.



### Change of Billing Address

Welcome to the Change of Billing Address Service

You can use this form to change your personal address information. To protect your privacy, this service does not save your personal information. In addition, all personal information is protected as it travels through the web.

Begin by entering your full name.

First name:\*  Initial:  Last name:\*

Your birthday is needed to help us verify your identity.

Date of birth:\*

The following information will make it easier to contact you in the event that there is a problem completing your change of address request.

Phone:  Email Address:

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Image 8: My Energy Dashboard- Web-portal

## My Energy Dashboard

### My Orders

<< 1/1 >>

Order No.	Order Date	Price	Status	Details
March	12031	Paid	<a href="#">View</a>	<a href="#">Download</a> <a href="#">Send To</a>
April	21087	Paid	<a href="#">View</a>	<a href="#">Download</a> <a href="#">Send To</a>
May	29187	Pending	<a href="#">View</a>	<a href="#">Download</a> <a href="#">Send To</a>

[Pay Your Bill Here](#)

#### My Annual Utility Usage

Month	Usage
January	650
February	750
March	764
April	920
May	950
June	1320
July	1710
August	1834
September	1275
October	973
November	834
December	700

#### Utility Usage

Category	Percentage
AC	31%
Furnance	9%
Water Heater	16%
Appliances	6%
Pool/Spa	32%
Landscaping	5%
Outer Buildings	0%
Other	0%


# Utility Demo Screenshots

Image 9: Manage Services - Web-portal

Prospects/Customer > Services > Manage Services

## Manage Services

Your Social Security Number or Driver's License Number is used to validate your identity.

 **Digital Energy**

Service Request  
ON | OFF | TRANSFER  
Call Us: 1-877-999-1234

FAQ

Request Type\*

Turn ON Service  Turn OFF Service  Transfer Service

Address\*

City\* State\*

Zip\* Country\*

Requested Information >

First Name\* Middle Initial Last Name\*

Date of Birth\* Best Contact Phone Number\*

Please provide one of the following\*

Driver's License Number  Social Security Number

SUBMIT CANCEL

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Image 10: Manage Services – Mobile application

Manage Services

### Service Request

FAQ

ON | OFF | TRANSFER

Call Us: 1-877-999-1234

Request Type\*

Turn ON Service  Turn OFF Service  Transfer Service

Address\*

City\*

State\*

Zip\*

Country\*

Requested Information >

First Name\*

Middle Initial

Last Name\*



# Utility Demo Screenshots

Image 11: Pay Bill Step 1– Web portal

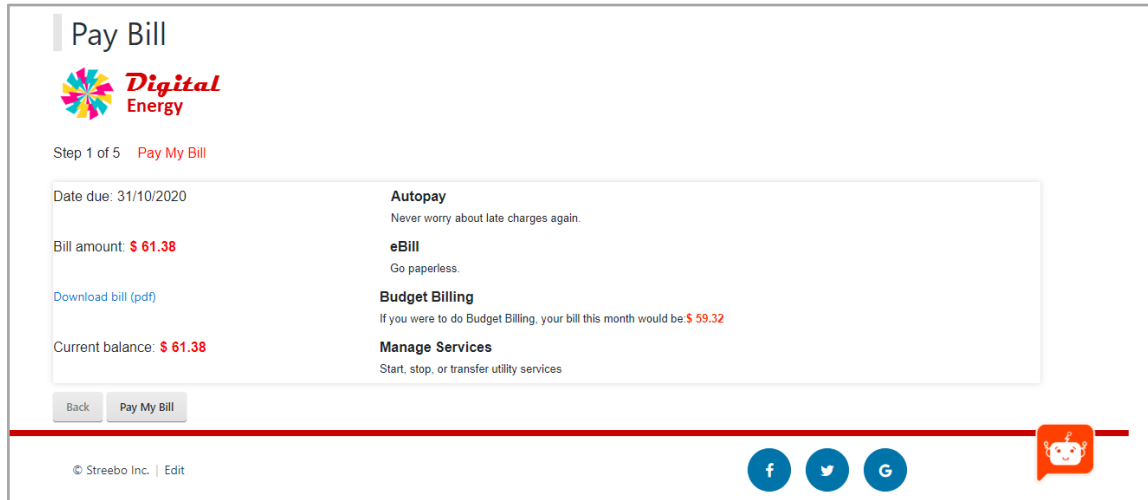
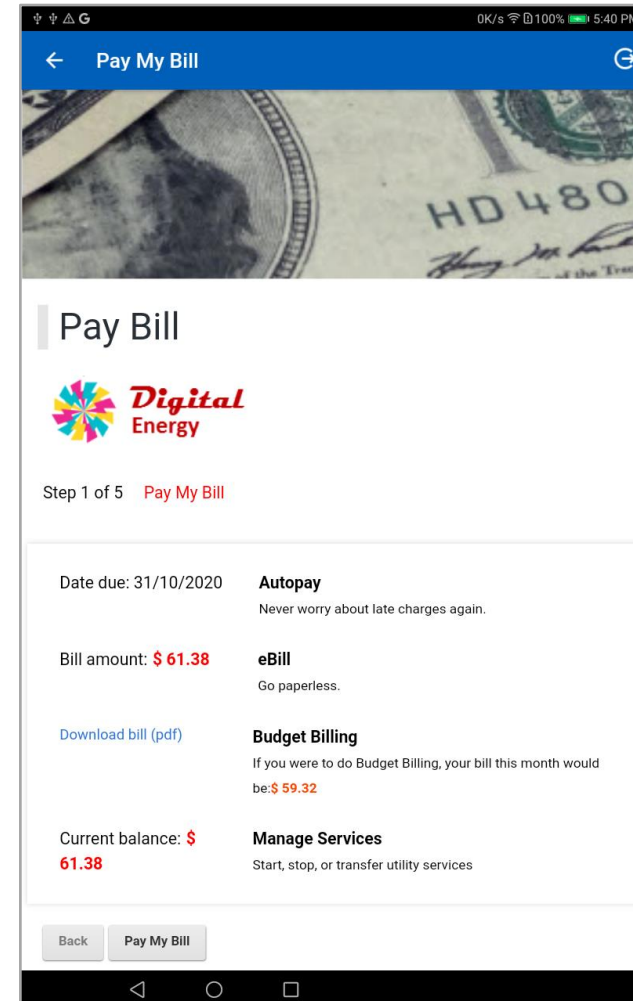


Image 12: Pay Bill Step 1 – Mobile application



# Utility Demo Screenshots

Image 13: Pay Bill Step 2– Web portal

Pay Bill

Digital Energy

Step 2 of 5 **Payment Information**

Date due: 31/10/2020

Bill amount: **\$ 61.38** [View bill \(pdf\)](#)

Payment Date:\*

Pay using:\*

Payment amount:\*

[View payment methods](#)

Back Next

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Image 14: Pay Bill Step 2 – Mobile application

Pay My Bill

Digital Energy

Step 2 of 5 **Payment Information**

Date due: 31/10/2020

Bill amount: **\$ 61.38** [View bill \(pdf\)](#)

Payment Date:\*

Pay using:\*

Payment amount:\*


[View payment methods](#)

Back Next

# Utility Demo Screenshots

Image 15: Pay Bill Step 2– Web portal

## Pay Bill



Step 4 of 5 **Review and Submit your Payment**

Review your payment information. When you are ready, click "Pay my Bill" to pay your bill.

Payment date: Mon Jan 01 2029 00:00:00 GMT+0530 (India Standard Time)

Pay using: Checking (\*\*\*\*1234)

Payment amount: \$ 61.38

[Back](#) [Pay My Bill](#)

Image 16: Pay Bill Step 2– Web portal

Step 5 of 5 **Thank you!**

Your payment will be posted within two business days after the payment date.

Payment date: Mon Jan 01 2029 00:00:00 GMT+0530 (India Standard Time)

Pay using: *Checking* (\*\*\*\*1234)


Payment amount: \$ 61.38

[Submit](#) [Cancel](#)

Image 17: Get New Connection – Web portal

### Get New Connection

Piped Natural Gas is an efficient and clean fuel for the domestic household usage, mainly for cooking fuel and also for heating purpose like geyser, etc.  
For the Pre-Registration, please fill the below form. Our local office representative will contact you and help you for completing the further process.



Salutation\*

Name\*

Email\*

Contact number

Address\*

City\*

District\*

[Buy Now](#) [Clear](#)

# Utility Demo Screenshots

Image 18: Report Outage –  
Web portal + Conversation Interface on web portal

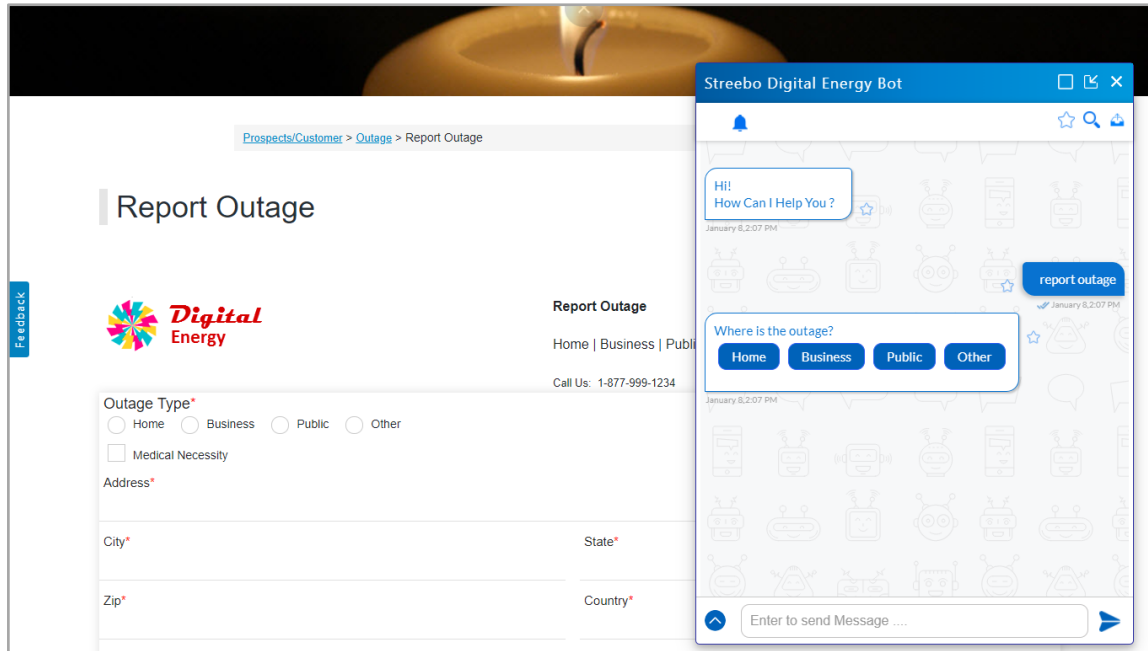
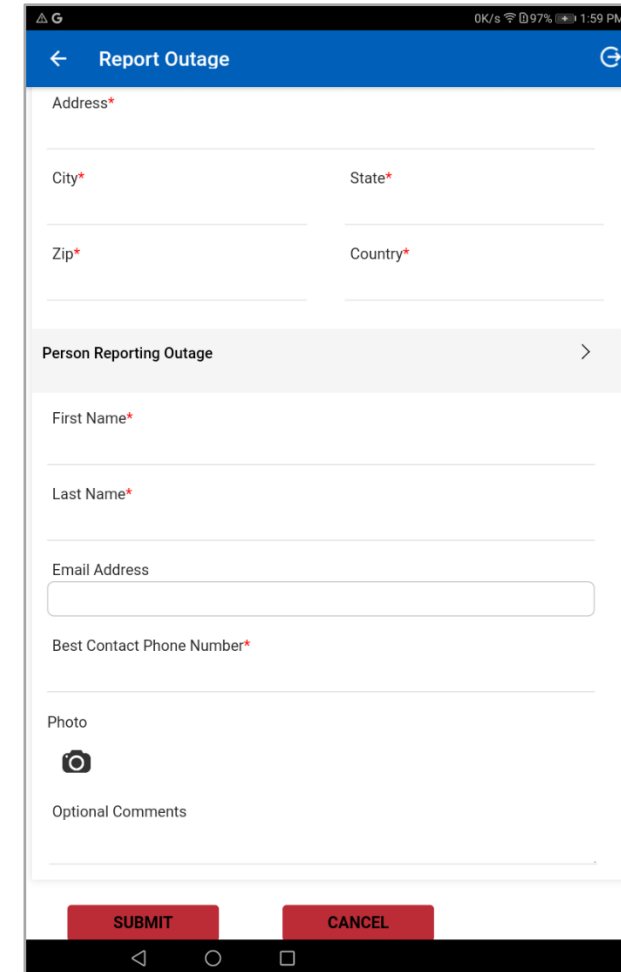


Image 19: Report Outage –  
Mobile application (Also see Photo field – mobile specific features)



# Utility Demo Screenshots

Image 20: Online Services – Mobile application

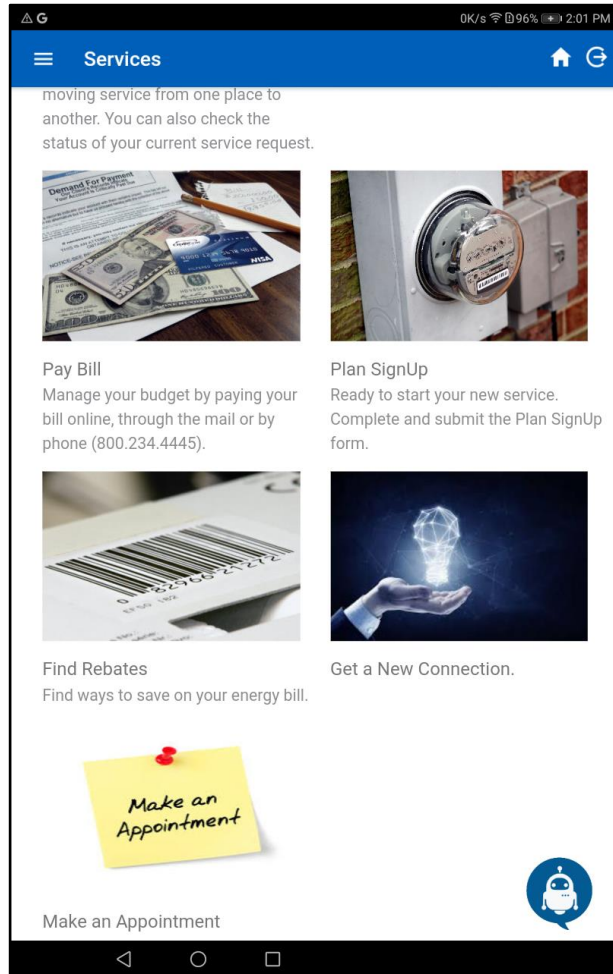


Image 21: Chatbot on mobile application

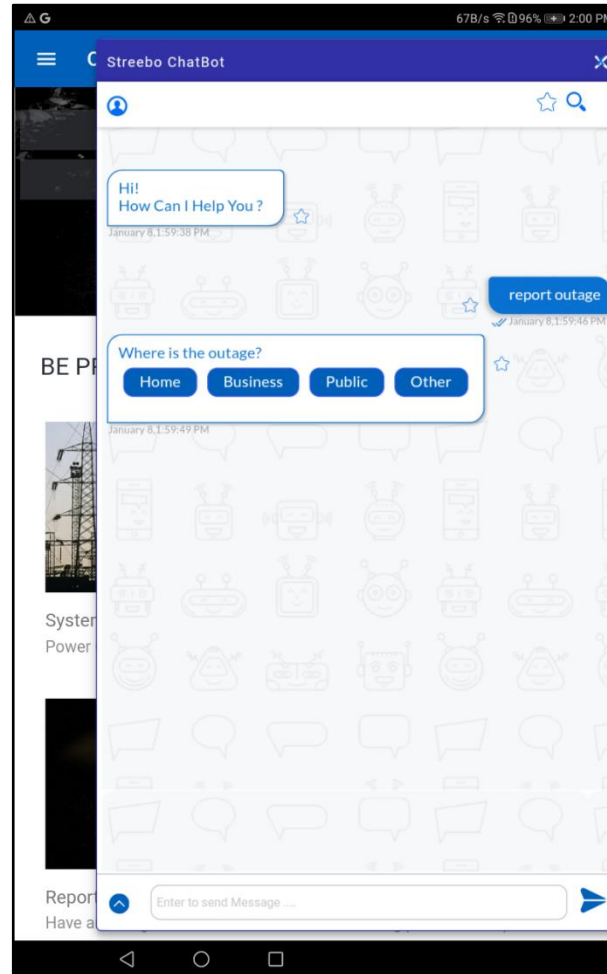
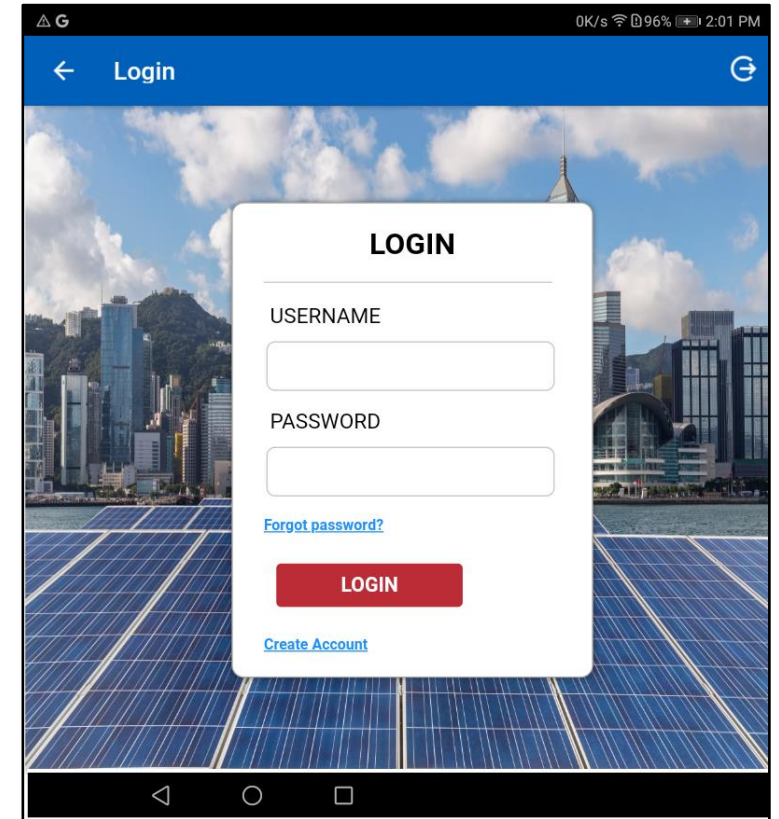


Image 22: Login module – Mobile application



# Sample List of HCL DX Energy and Utility Customers



## Contact Your Reps from HCL Software for More Details

**Pankaj Pathania**  
[pathaniap@hcl.com](mailto:pathaniap@hcl.com)  
214-430-6159

**Amaresh Mishra**  
[Amaresh.Mishra@hcl.com](mailto:Amaresh.Mishra@hcl.com)  
469-451-6875



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