

HCLTech

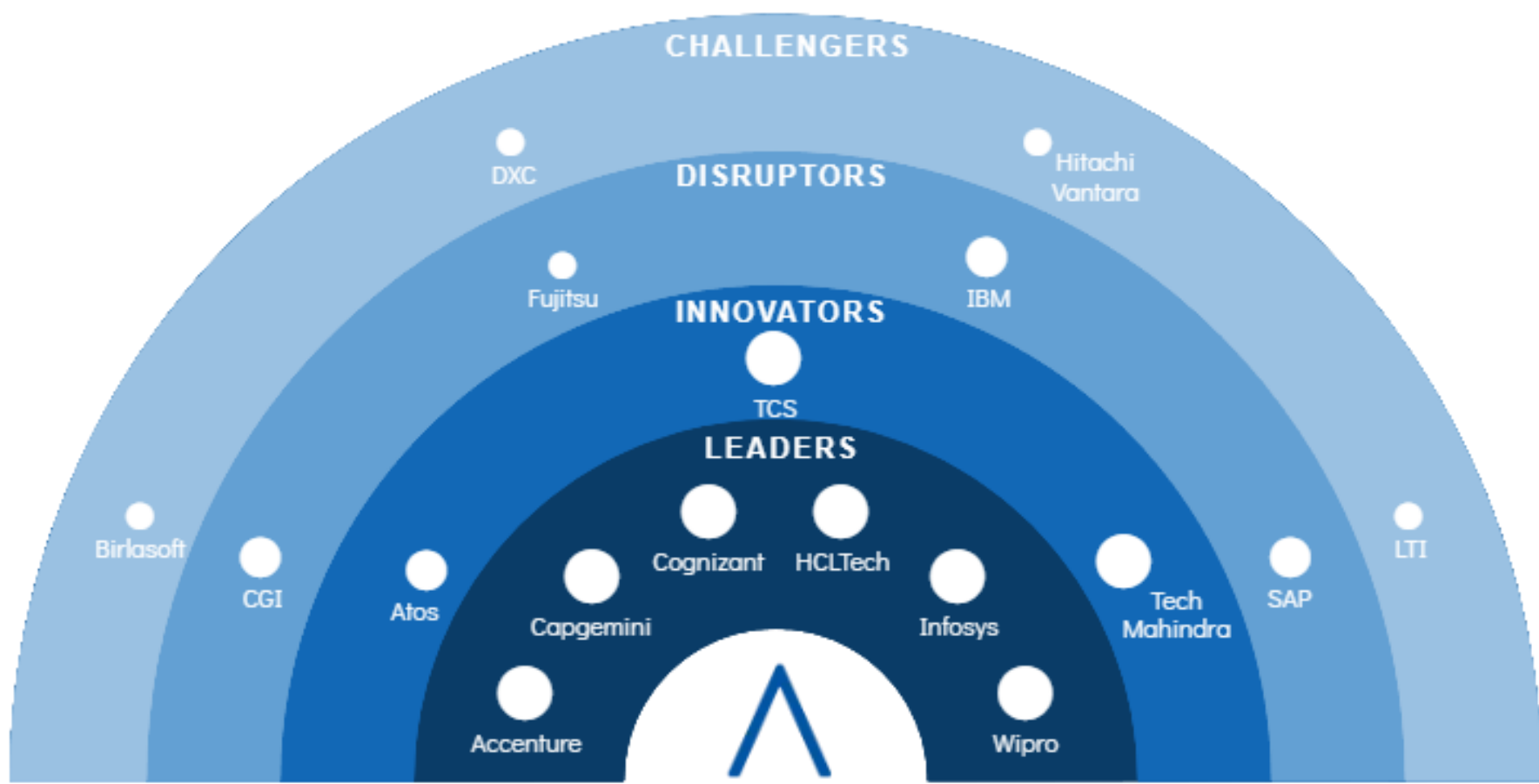
Utilities Digital Services 2022–2023 RadarView

Transforming the utilities industry
through digital transformation

December 2022

Utilities Digital Services 2022–2023 RadarView

Practice maturity   



HCLTech: RadarView profile











Practice maturity ★★★★★

Investments & innovation ★★★★★

Partner ecosystem ★★★★★

Delivers large-scale digital transformation engagements using in-house platforms. Has expertise in providing IoT solutions.

Practice overview		Industry-specific solutions/offerings		Sample clients
<ul style="list-style-type: none">Practice size: 9568Active clients: NADelivery highlights: 235 global delivery centers		Engage platform	An omnichannel customer engagement platform providing self-service tools	<ul style="list-style-type: none">A North America-based water companyAn UK-based gas companyA Texas-based energy companyA European utility companyA multinational energy company in PerthA gas distributor in the UK
		GLAM	An Azure cloud solution that leverages geospatial data for asset inspection	
		Active Grid Management	An Internet of Things (IoT) and analytics solution for real-time monitoring of distribution grids	
		Intelligent energy management (iEM)	A CRM solution to manage utility account online and capture customer data for better services	
<div><div>~36% Digital revenue share in utilities vertical</div><div>40+ Innovation labs globally</div></div>				
Partnerships/alliances				
	Delivered IT infrastructure modernization engagements for utilities clients on its cloud		Developed GLAM vegetation management solution on Azure	Service line coverage
	Leveraged its platform to develop industry solutions		Leveraged its edge computing capabilities to deliver substation virtualization engagements	Plant and asset maintenance
	Leveraged its industry capabilities to deliver smart city infrastructure services		Leveraged its geospatial capabilities to deliver data analytics services to utilities	Supply chain management
	Leveraged its SaaS platforms to deliver self-service solutions to utilities		Leveraged its platform to deliver CRM solutions to utilities	Workforce management
				Smart grid management
				BPO/corporate service
				Customer services
				Energy trading/market operations

Darker color indicates higher industry concentration: ●●●●●

Case studies

Client	Capability	Summary	Business impact
A Texas-based energy company	<ul style="list-style-type: none"> Analytics Artificial intelligence (AI) 	<ul style="list-style-type: none"> The client wanted to move away from reactive to predictive asset management by leveraging analytics. HCLTech developed a Predictive Asset Maintenance (PAM) application using AI that could identify and analyze data to derive valuable insights and recommendations. 	<ul style="list-style-type: none"> Optimized cost efficiency for asset repairs and maintenance Improved operational efficiency
A European utility company	<ul style="list-style-type: none"> Analytics AI Cloud 	<ul style="list-style-type: none"> The client wanted a centralized digital platform to improve customer experience. HCLTech developed and implemented a cloud platform that used Salesforce integration and data capture to enable cross-channel customer experience. It used AI and analytics to deliver a personalized experience to its customers. 	<ul style="list-style-type: none"> Improved personalization Onboarded 300,000 customers to the new platform Reduced go-live time of new features from five months to two weeks
A multinational energy company in Perth	<ul style="list-style-type: none"> Analytics AI Automation Cloud 	<ul style="list-style-type: none"> The client wanted to move away from its legacy IT infrastructure and technology, reduce the number of incidents, and optimize its high operational and capital expenditure costs. HCLTech implemented its DRYiCE™ platform to standardize legacy operational processes and enable application monitoring. It also implemented iAutomate and AI/machine learning (ML) solutions on the cloud to automate incident management systems and develop digital tools for the client. 	<ul style="list-style-type: none"> Cut IT operational costs by 25% in a year since deployment Reduced the number of incidents by 30% Improved incident resolution time by 25%.
A gas distributor in the UK	<ul style="list-style-type: none"> Cloud Cybersecurity 	<ul style="list-style-type: none"> The client wanted to modernize its workplace infrastructure by integrating enhanced security features and migrating to the AWS public cloud. HCLTech leveraged Cisco Advanced Malware Protection (AMP) and Symantec Data Loss Prevention (DLP) solutions to secure client systems. It also deployed Microsoft Identity Manager to manage the user life cycle and configured single sign-on features on the existing systems. 	<ul style="list-style-type: none"> Improved data security Reduced vulnerabilities by establishing identity and access management

Analyst insights

Practice maturity



- HCLTech delivers large-scale IT modernization engagements helping its clients achieve tangible business outcomes. It has delivered 36 such projects over the past five years. It implemented an IT modernization project for a Perth-based energy company that reduced its IT spend by 25%. Similarly, it modernized the legacy infrastructures for a gas distributor in the UK and reduced 40% of manual tasks using automation and cloud offerings.
- HCLTech has deep expertise in providing BPO services to utility clients. It has developed solutions such as Fluid CC, Exacto, and iColleague to deliver various services including advanced contact centers, document processing, and workforce collaboration. It helped an American public utility to automatically detect errors in emails using an RPA bot.
- To deliver grid management and customer engagement services, HCLTech uses its proprietary products and platforms. IoT WoRKs™, its suite of IoT offerings, manages smart grids using edge computing, and its automation platform, DRYiCE iControl, improves customer satisfaction for its utility clients.
- HCLTech has developed a zero-impact platform to help industries including utilities track their sustainability and ESG coverage using data from sensors.

Investments and innovation



- HCLTech has been investing in acquisitions to strengthen its digital capabilities across industries including utilities. It acquired DWS Limited in 2021 to leverage its digital capabilities in Australia and New Zealand, Strong-Bridge Envision in 2019 to deliver consulting and digital modernization services to asset-intensive industries, and Starschema in 2022 to leverage its digital engineering capabilities.
- It uses its eSTiP™ innovation program to leverage partnerships with startups and academia and codevelops creative solutions with clients. It developed a corrosion monitoring solution for a gas operation plant that uses sound waves and amplifiers instead of electric power to enhance safety.
- HCLTech has developed more than 60 innovation labs and over 100 engineering labs to ideate, design, and develop digital solutions for clients.

Partner ecosystem



- HCLTech has partnered with all three major cloud platform providers, AWS, Microsoft Azure, and GCP, to deliver industry offerings and cloud migration projects. Its Geospatial Linear Asset Management solution is developed on Azure cloud.
- It also partners with prominent technology firms to deliver industry-specific services to utilities. It partnered with SAP to develop an exception management solution using its Leonardo platform. It also partnered with Dell EMC to improve the virtualization of substations using edge computing.
- HCLTech partners with specialized industry players to develop utilities-specific capabilities. It partnered with Harris Geospatial Solutions to develop remote sensing data analytics systems for utilities. It also partnered with Indra to codevelop an IoT solution called Active Grid Management.

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