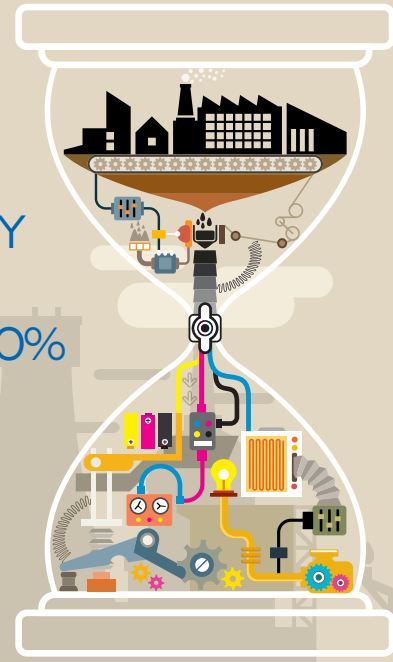


HCL HELPED A LEADING UTILITY COMPANY TO **REDUCE HEADCOUNT BY 15%** AND UNPLANNED SYSTEM OUTAGES BY 80%



ABOUT THE CLIENT

The client is one of USA's largest combination utilities, providing electric and natural gas service to nearly 6.6 million of Michigan's 10 million residents



BUSINESS CHALLENGES

- Lower Total Cost of Ownership for Run the Business operations, use savings to fund Change the Business Smart Grid projects
- Greater accountability and service levels by moving over to SLA bound managed services from an in-house IT supported model
- Align IT with business goals and strategy and evolve IT as a true business empowering platform
- Effective IT demand management and access to quality skill base
- Employee Development by moving them from "Run" to "Build" function into more energized and empowered roles



HCL'S SOLUTION

- Lower Total Cost of Ownership for Run the Business operations, use savings to fund Change the Business Smart Grid projects
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WHY HCL/ HCL DIFFERENTIATORS

- Industrialized managed services through mature frameworks and tools – MASCoT, ALT ASM, ASSeT
- HCL invested \$3.35 M to set up a Development Center in Jackson, Michigan to provide near-shore services to support Consumers Energy’s commitment towards the local economy. Center to create 500 technology jobs in the state.
- Highly skilled staff with strong utilities domain expertise across Consumers Energy technologies – SAP ERP, SAP ISU/CRM, Ventyx, ESRI, Opower, Itron EEI, SYNERGEE, and SharePoint.



BUSINESS BENEFITS

- Zero business disruption during transition
- Ongoing cost reduction through 15% reduction in headcount over a period of 3 years without any scope change
- Reduced unplanned system outages by over 80%
- Automation to reduce financial close cycle by over 40%.
- Commitment to deliver minimum 3% of ACV as value using HCL Value Portal - \$8 worth of value ideas reported and \$306K value implemented by HCL team
- Owning business KPIs (Billing Accuracy, Billing Timeliness. Excellence, Storm Restoration, etc.) in addition to IT SLAs



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