



# Presentation Title

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Subtitle (Myriad Pro, Font size 18)

1. Network Monitoring & Control
2. Power Procurement & Mgmt
3. Customer Services
4. Enterprise Support Services
5. Supply Chain Mgmt.

**Transactional (IT)**

SAP ERP, ISU, CRM etc  
Self Developed Systems  
Mobility Solutions

**Geo Spatial Systems & Services**

GIS  
Geo API Services

IT-OT Convergence

**Reporting & Analytical**

Reporting, Dashboards  
Data Exploration  
Data Science Systems

**Sensor Based (OT)**

Substation Automation  
Distribution Automation  
Comm Based Protection  
IoT Based Automation  
SCADA-DMS-OMS >> ADMS

**Foundational**

IT Infrastructure – Communication Infra – GIS – Meter Communication Infra

**Consumer Experience**

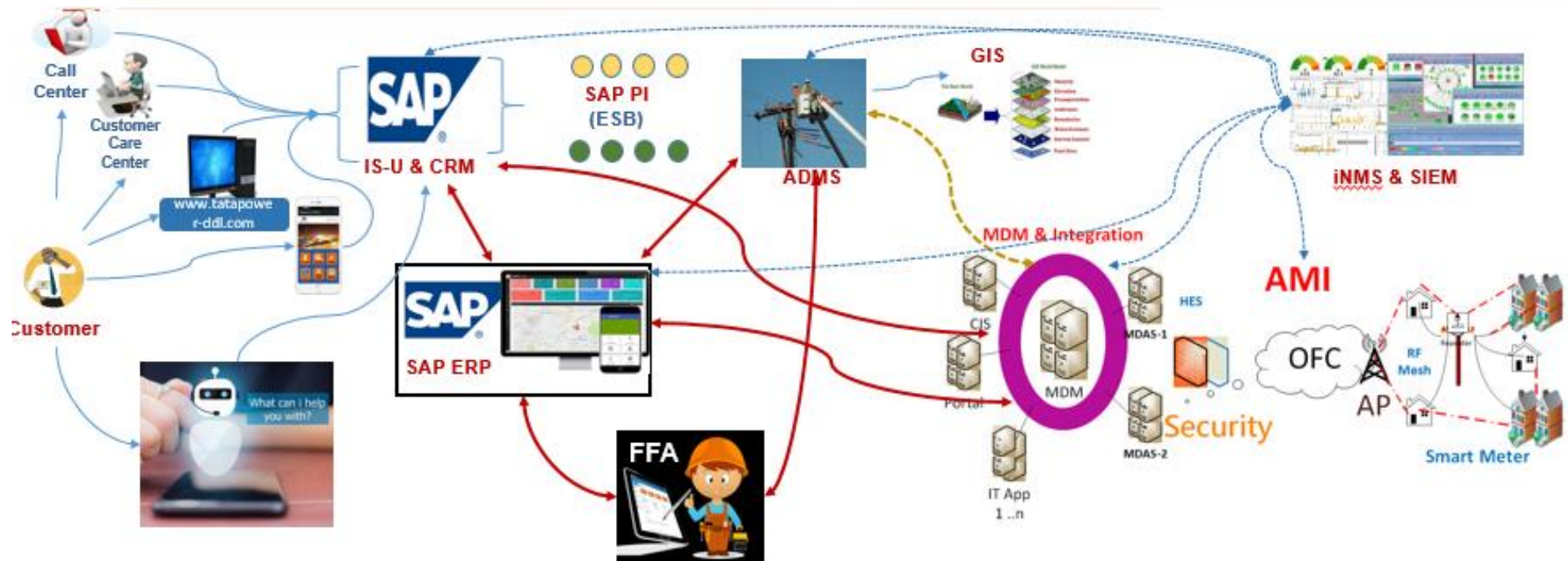
- Digital Self Service
- Omni Channel CC
- Digitalization of Work Process
- Instrumented & automation

**Operational Excellence**

- Data Driven decision support system
- Automation
- Enhanced Utilization of Resources

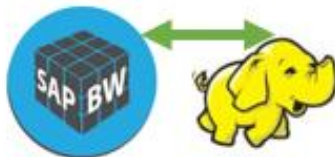
**Stakeholder Expectation**

- Investor
- Society
- Statutory



## Monitoring and Reporting

SAP HANA

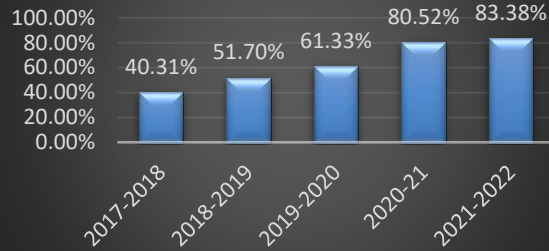


- Predictive Analytics
- MIS
- Management Dashboards

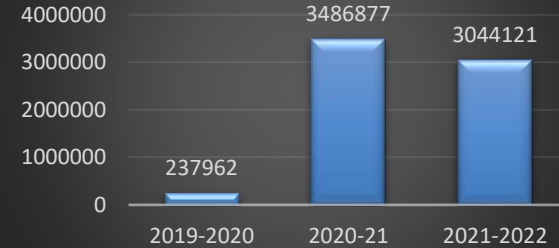




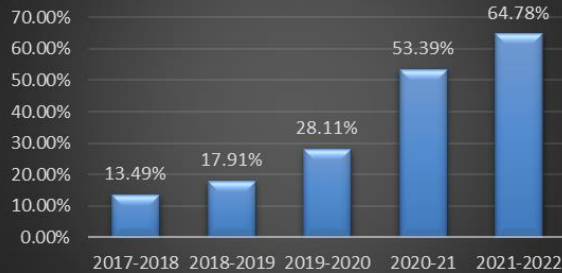
## Digital Payment%



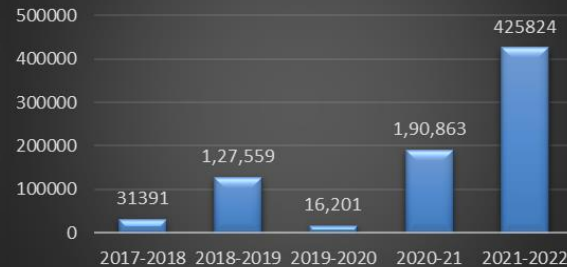
## Smart Interactive Hits



## Digital Complaints %



## Stop Paper Bill



# Thank You!

