

# Digital Tools and Solutions for Enhancing Customer Experience

**How we can unify 1.4 Billion  
people and connect them to  
the INDIA @100 ambitions**



**George Hunt**  
Chief Strategy Officer  


# Connecting with Indian **HEARTS** as well as **MINDS**

**Industry is busy doing the physics & chemistry part – building infrastructure, developing products, providing technology.**

**Regulators are balancing the short-term and long-term needs of the sector.**

**DISCOMs are advancing integration, sustainability, renewables, innovation, technology.**



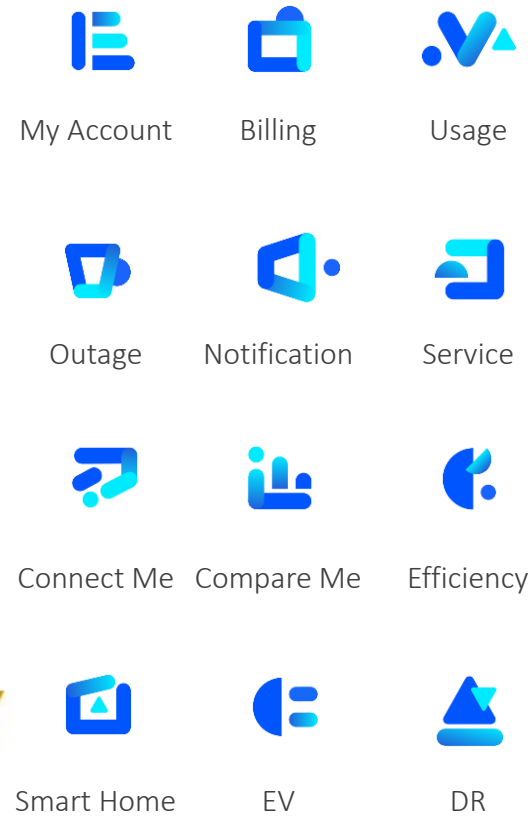
The objective now is to connect with 1.4 Billion hearts by building a

## **HOLISTIC CX PLATFORM**

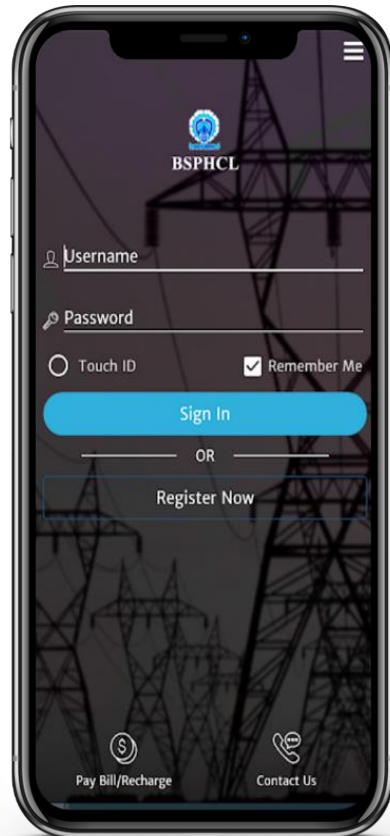
SEW

# SEW have created a seamless Connected Customer Experience

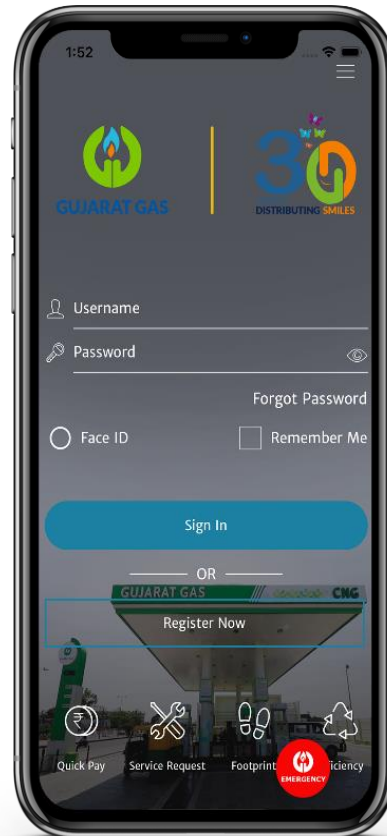
## Platform Functions



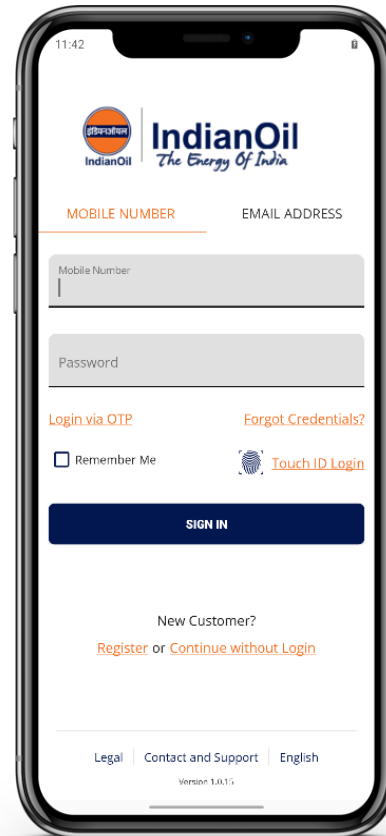
# SEW are enabling success with **Native Digital CX- Self-Service Mobile App Platform**



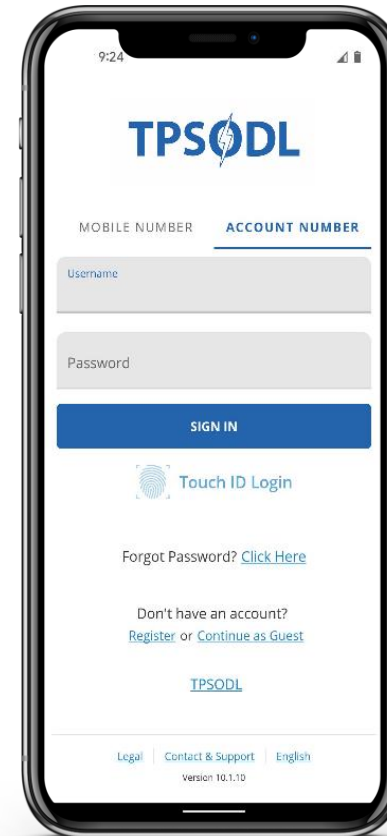
**Bihar Bijli**



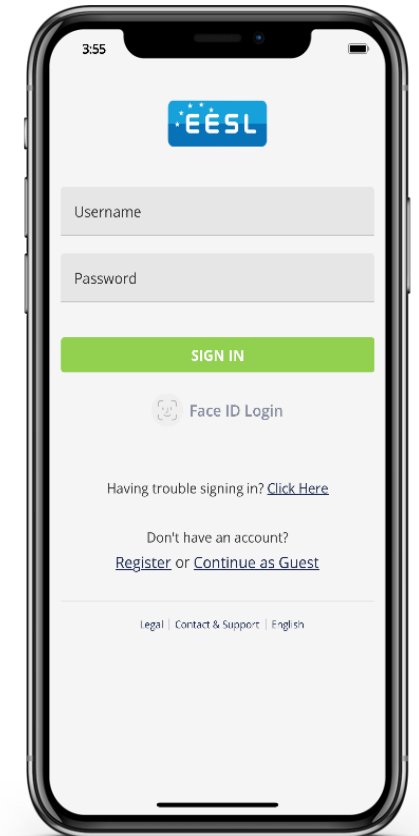
**Gujarat Gas**



**IOCL**



**Tata Power**



**Intellismart**



# SEW is helping to unify 1.4 Billion People...

28 Feb – 04 March 2023 | New Delhi

...through **ONE Unified Platform** that is transforming the **INDIAN** Utility Ecosystem

- Meeting customer expectations with new level of agility and responsiveness
- Accelerating digital transformation with interlinked business and technology strategies
- Streamlining customer engagement and simplifying the clean energy transition
- Empowering customers with tools to improve energy and water efficiency
- Innovating and transforming at speed
- Educating customers to making smarter energy-water decisions
- Focusing on enterprise and industrial customers' imperatives
- Offering products and services to meet the demands of enterprise customers
- Encouraging adoption of sustainable solutions – from e-mobility to on-site solar generation
- Guiding customers and businesses toward products and services based on green principles



Empowering India as **ONE COMMUNITY**

SEW

# THANK YOU

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