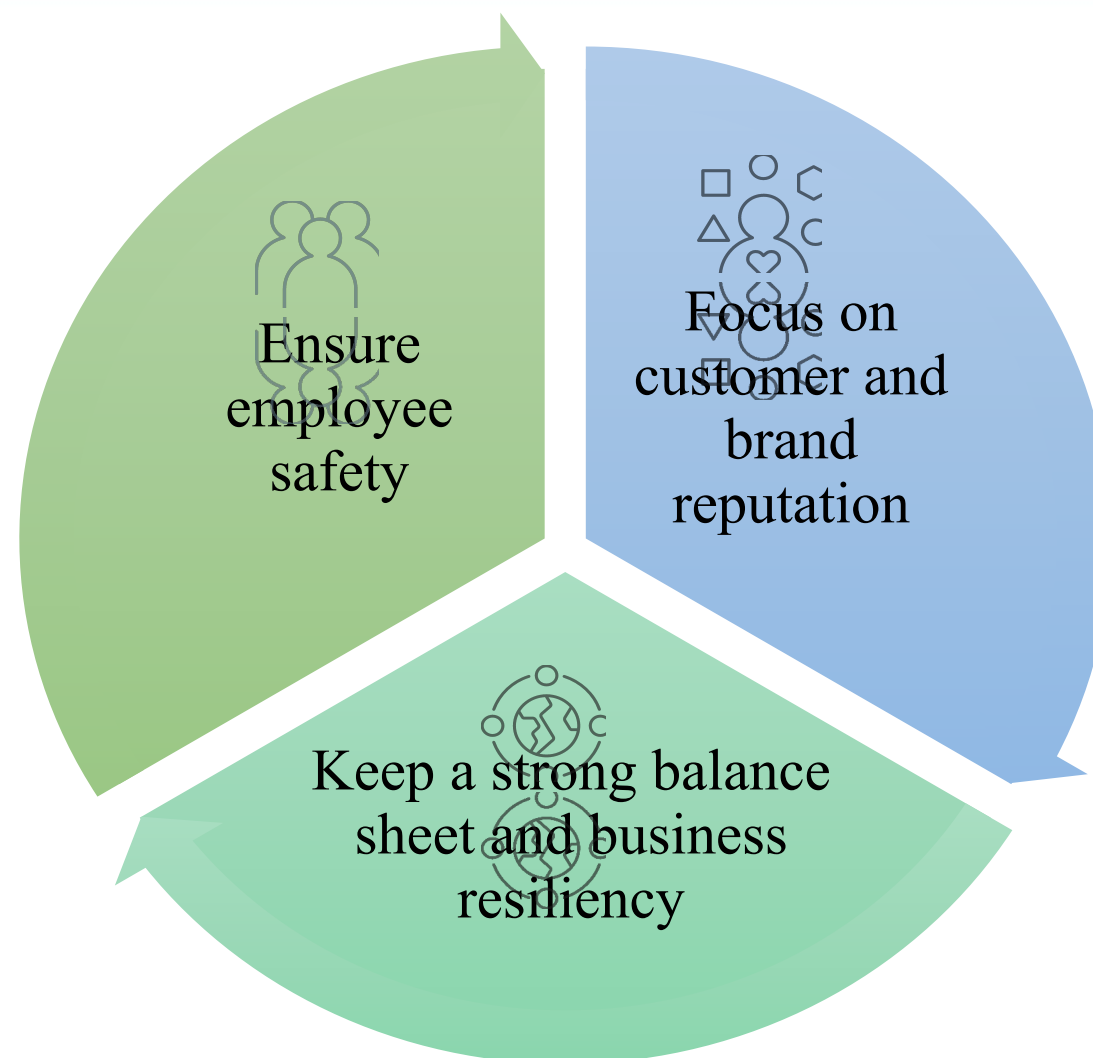


Intelligent Automation in Discoms Post Covid

Presented by
Divya Rajagopal,
AI and Automation Leader,
IBM India Pvt Ltd



**AI Powered Proactive &
Resilient Customer Care**



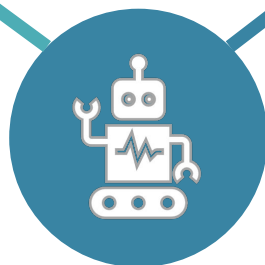
Prioritize Data



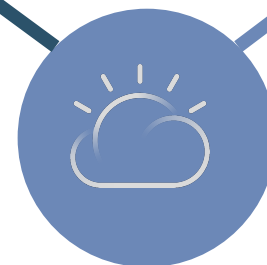
Optimize Field Service



**Intelligent Automation –
Front, Middle and Back**



**Adoption of Hybrid
cloud**



**Asset Management &
Inventory Optimization**



What are other Discoms automating?

	25% Finance, HR & Administration	15% Information Technology	20% Strategy & Regulation	25% Sales & Marketing	30% Customer Service & Billing
Direct	20% Policies & Procedures	5% IT Architecture	20% Operational Strategy & Planning	25% Cust. Relationship Mgmt.	20% Cust Service Standards - Policies & Procedures
	15% Corporate Governance	5% IT Strategy	10% Regulatory Strategy	15% Product Development	20% Billing Policies & Standards
				10% Media & Public Relations	15% Billing Strategy
Control	20% Facility Management & Maintenance	30% Project Management	25% Regulatory Compliance	35% Sales Performance Management	45% Dunning & Collections
	20% Management Accounting	5% Architecture Review	20% Business Portfolio Management	25% Market Research	40% Accounts Receivable
	15% Revenue Forecasting	5% Performance Management - IT	20% Business Performance Management	25% Contract Management	40% Customer Account Information Management
	15% Workforce Analysis		15% Risk Management	20% Marketing Campaigns Management	40% Credit Management
	5% Performance Management		10% Market Compliance	15% Delivery Management	30% Billing Exception Mgmt.
Execute	35% Financial Accounting	25% Database Administration	25% Regulatory Interaction	35% Customer Enrollment & Transfers	25% Customer Service Performance Management
	30% Procurement	25% Project Delivery		30% Marketing Execution	25% Customer Info Mgmt.
	30% Workforce Administration	5% Production Support		20% Sales Execution	5% Service Delivery Mgmt.
	20% Business Administration			20% Product Execution	40% Bill Creation
					40% Payment Processing
					30% Intercompany Data Exchange
					30% Customer Interaction Management
					5% Customer Event Mgmt.

RPA

Autonomics

AI

RPA +
Autonomics

RPA + AI

Typical %
Labor savings| www.indiasmartgrid.org | Slide - 4

01

Meter Reading & Billing

Upload / Download Meter Reading Files,
Billing out, Balance Screening, Bill Delivery

Reconciliation

Financial Planning & Analysis

Contractor Entries, Routine Invoices,
Expense Analysis, CXO Dashboards, Budget
Forecasting, Cash Flow Reporting

02**03**

Customer Care

Complaints management, Service Request
Automation, Bill Status Tracking, AI
assisted Call centers

04

New Connections

Online Applications, Meter Allocation,
Meter Installation Tracking

05

Projects & Engineering

Billing Process, Payment Process, Supply
status, Construction Status, Statutory
clearances, Book of Entry Process

06

Techno Commercial

Bank Guarantee Upload and Matching,
Contract closure / amendment, Material
Codes, Vendor Analysis and Payments

07

Human Resources

Employee data management , Absence
management, Payroll, HR compliance and
reporting

08

Procurement

Updating inventory records , Responding to
customer/ supplier requests, Contract
management

Thank You

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