Microsoft

VOICE OF THE CUSTOMER IN THE DIGITAL ERA

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Consumer is rightfully becoming more demanding

24x7 Power

EV & V2G

Value Added Services

Integration Water, Gas, Municipal

Behind-the-meter services

Cheap & Good Power Quality

Solar Roof top

EE, ToD- Cost reduction

Security concrns
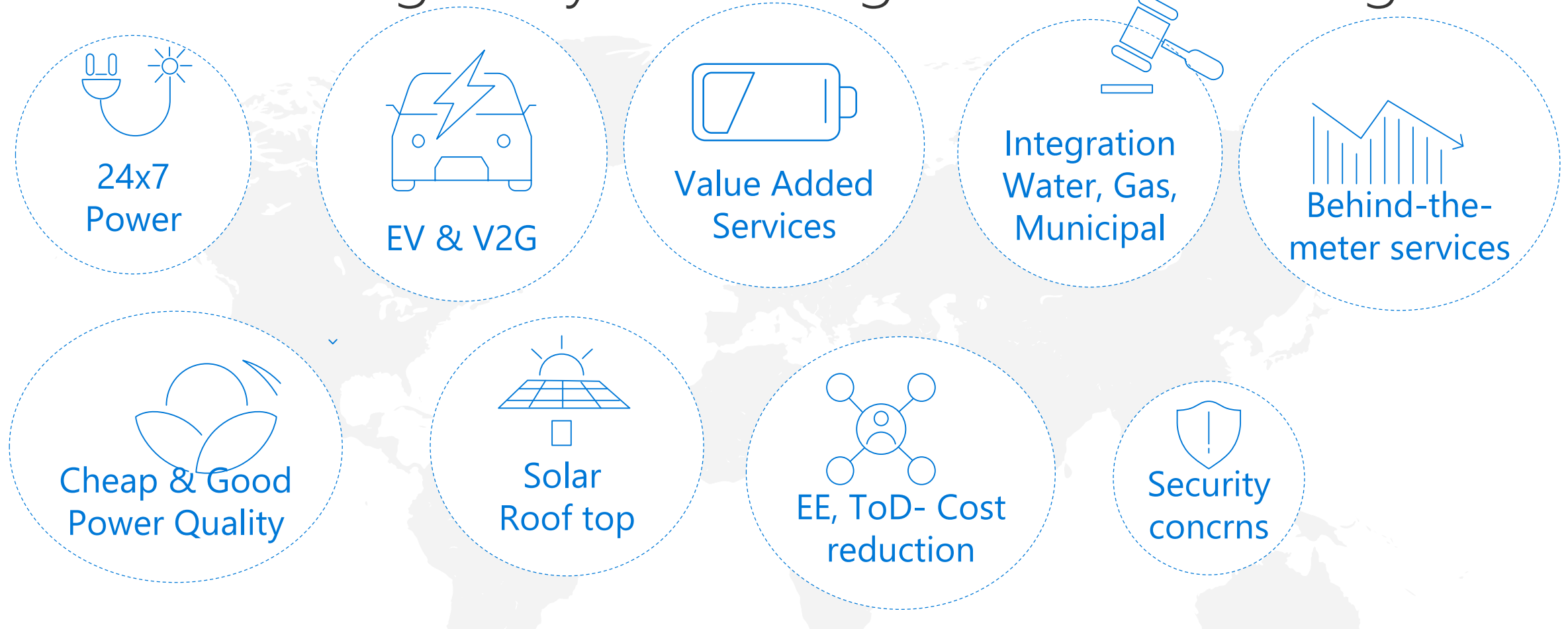
Technology platforms and solutions make it possible to meet ALL these consumer expectations

New Platforms for Customer engagement

Business as Usual- Billing, Metering, Call center

Modes of connect- AI based Chatbots, Social, GIS Enabled OMS

Collaboration & Productivity- e Marketplace

Need is integrated and convergent technologies- Cloud, Analytics, Artificial Intelligence, Productivity, Communication and Collaboration