How the Cloud is Revolutionizing Utilities

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Forward

In a digital revolution over the last decade more and more utilities, both distribution and retail globally are embracing cloud-based infrastructure and flexible service offerings to transform how they operate their business and manage their data at greater speed. This has offered advances in the service provided to customers, empowered management and delivery teams with near real-time information and achieved healthier cashflows and sustainability targets – it's all up-side.

With traditionally passive consumers becoming increasingly active in their energy management, commercial users having complex energy needs and renewable energy entering the mix - traditional on-premise we-do-it-all models no longer deliver what is needed in terms of infrastructure flexibility and near real-time information personalized to the individual consumer, industrial or corporate client.

Within this increasingly commercial and competitive landscape, having cloud-enabled responsiveness to rapidly scale up and down without big capital outlays, taking advantage of applications like pre-payment systems, theft detection and analytics makes commercial and operational sense. Being able to drive further insights through data aggregation and visualization adds to these benefits and it's clear to see this is a trend that is set to continue.

Utilities are using cloud technology and services for the changes it enables to reduce operational cost, speed up implementations and introduce a greater range of services to their customers - quickly and in a highly visual and compelling way. As solutions are proven and productized, they also become available to smaller sized utilities and

companies in developing countries where access, risk and cost was previously a barrier.

The reasons for using the cloud are many and varied; whether moving to fully integrated cloud services or targeting select functionality to augment an existing data center. With the advent of advanced web services, dramatic improvements in reliability, security and affordability complement new technology such as smart meters, meaning the revolution is available to all. This revolution is not big bang, it's a hybrid pick and mix approach to suit each utility differently.

But is it just a case of moving processes and capacity into the cloud? In short, no. Introducing a cloud-based infrastructure and automating the data fed into it is a big change in how a business operates and how it can plan and respond to demand. Disruptive change can be made to how a company can access, personalize and consume data, granting further insights and improvements that change processes and transform timescales. This change can also be made for the company's customers as new agility that cloud and hybrid services gives can make this happen at the same time.

Harnessing all the benefits available is where a specialist in managed services comes in. Rated as a leader for the 5th year in a row in Gartner's magic quadrant for Meter Data Management, Siemens EnergyIP range of Managed Services works with utility companies to identify how to optimize their business and help them truly benefit from this technology and data revolution.

Infrastructure performance and gathering accurate data faster is great, provided information can be understood and acted upon. We have worked with utility clients around the world to deliver results including:

- Lowering the total cost of operation by 40% for an energy retailer

- Closing the settlement gap between energy supplied vs energy billed giving multimillion-dollar savings resulting in fast payback which can be in as little as 6 to 12 months

- Fixing broken & missing billing data to reduce operation costs and improve customer satisfaction

- Visualizing advanced smart meter information to give the utility more insight for less money

- Reducing debtor days by introducing pre-payment energy services

To find out more about any aspect of Meter Data Management, infrastructure optimization or data analysis and visualization why not contact us for a free consultation to see how your business can join the revolution to provide better services, reduce losses and increase your revenue and cashflow.

Contact your local Siemens representative or contact us at www.siemens.com/managed-services.

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