

The Benefits of Agile in the Utilities Sector

AGILE + IOT & Smart Metering + Customer Relationship Management + Mobile Payment Facilities + App-Controlled Usage + Data Collection

= ↑ efficiency ↓ costs ↓ waste

DATA GROWTH
ADVANCED DATA MANAGEMENT ABILITY IS A MUST

9% Drop in demand for electricity¹

App-based Thermostatic Control

The opportunities for Agile and utilities companies to fully engage with customers and develop new ways to add value are immense



AGILE...

- 1 Increase Efficiency**
 – Low cost detection that monitors leaks and equipment malfunctions via the Internet of Things (IOT)
- 2 Improve Service**
 – Create great user journeys supported by cloud computing and SaaS models, leading to greater customer satisfaction
- 3 Optimise Business**
 – Predictive analytics, lean tools and techniques and AI can improve service reliability and reduce costs

AGILE...

...enables rapid prototyping and testing of ideas...

TEST TEST TEST



...reduces risk...no big bang release...

...reduces sunk cost...

FINANCIAL exposure

ROI

...gives faster Return on Investment...

...and higher customer satisfaction...



¹ <https://www.theguardian.com/business/2018/jan/30/uk-electricity-use-falling-economy-weather>