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Digital Transformation Boosts Cities and Utilities Productivity

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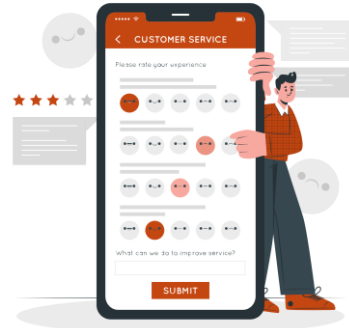


Challenges for Today's Cities and Utilities



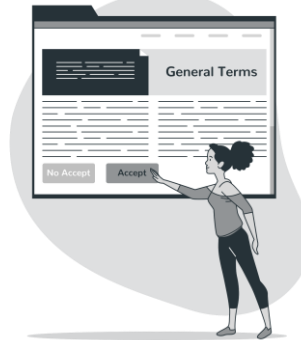
Operational Challenges

- Lack of visibility into systems and operations
- AMI readiness
- Cost to Serve
- Aging infrastructure
- Lack of automation / manual processing



Customer Challenges

- Changing customer expectations
- Affordability
- Aligning customer to programs/tools
- Loss/Theft prevention
- Equipping customers to self-serve



Regulatory Challenges

- Conservation requirements
- Rate policies
- Privacy regulations
- **Right to be forgotten**



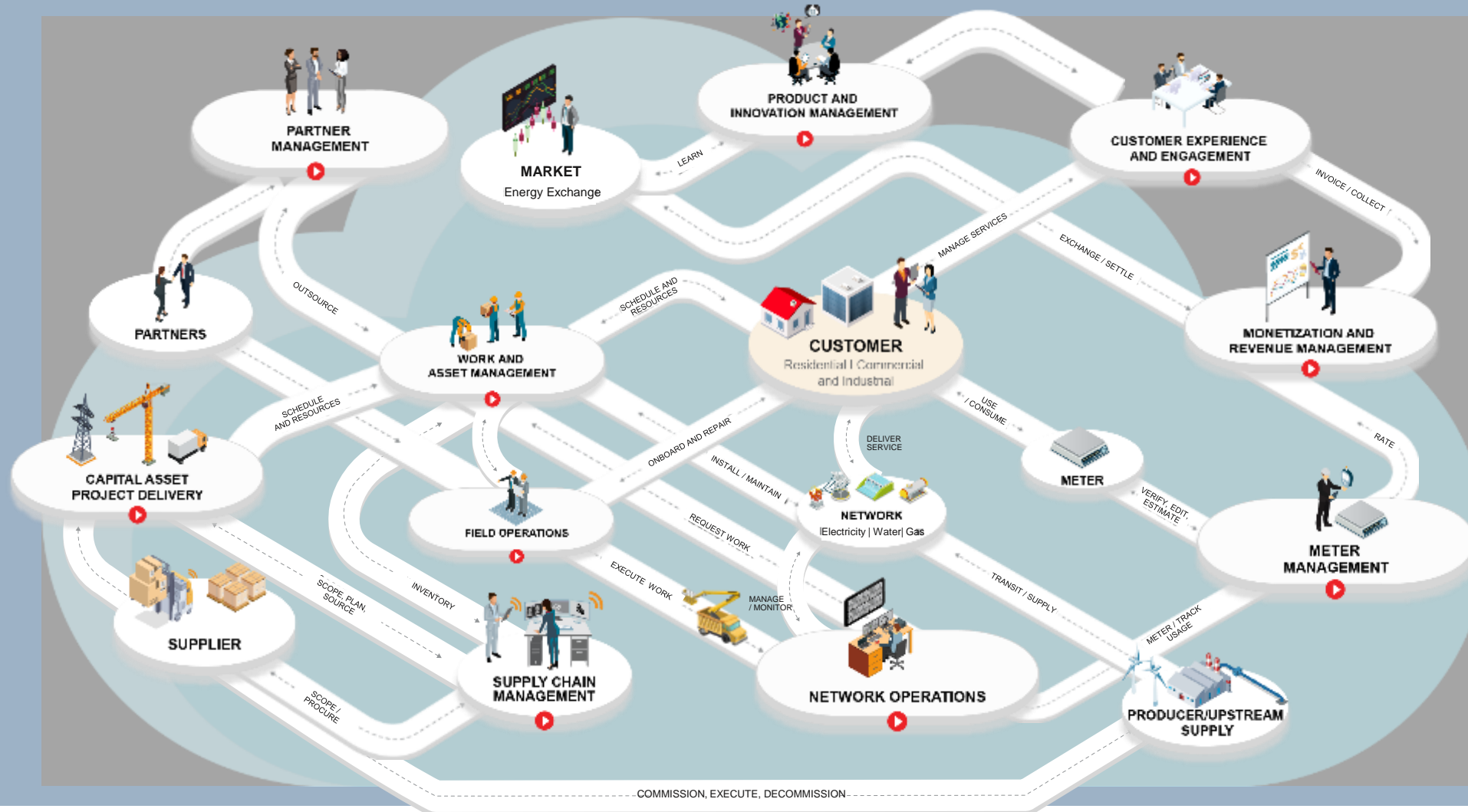
Resource Challenges

- Workforce shifts
- Ability to staff IT projects
- Human resource focus on keeping the lights on rather than business innovation
- Cost of technology



Unlock More Use Cases and More Value

Business & Operational Applications, Data Management & Insights, Platform & Support



Human Capital Challenges

Generational Challenges

