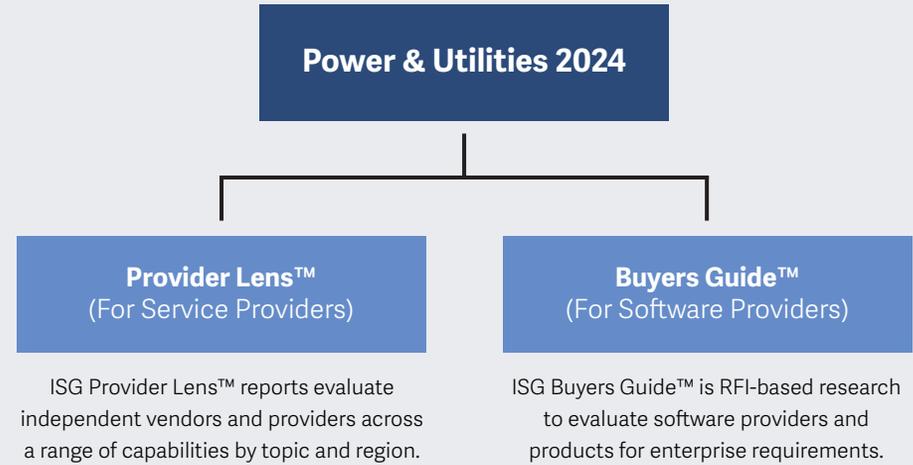


Power & Utilities Industry — Services and Solutions

A research report comparing provider strengths,
challenges and competitive differentiators



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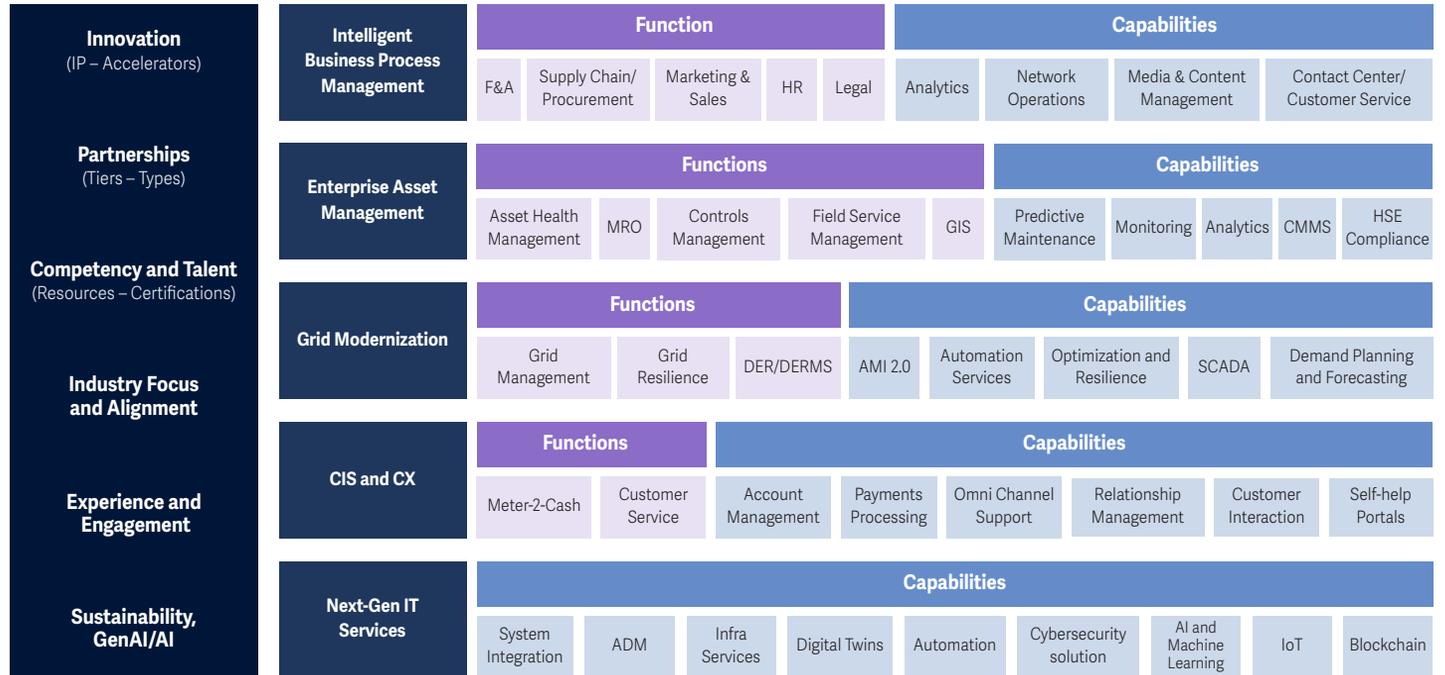


IPL Services and Solutions 2024

The global power & utilities industry continues to be impacted by the steadily increasing demand for renewable energy and sustainability, government regulations, the development of smart cities, the rise of eMobility, geopolitical situations and increasing fossil fuel prices.

In 2024, the global power & utilities industry is in a state of flux. While the demand for electricity is on the rise, driven by economic growth and electrification trends, the path forward is fraught with challenges and opportunities.

The clean energy transition continues to be a major driver. Renewables, particularly solar and wind, are projected to surpass coal as the leading source of global electricity generation by early 2025. This shift is fueled by falling costs of renewable technologies, government incentives and increasing public pressure to combat climate change. The grid, however, is struggling to keep pace with the changing energy landscape.



*Non-exhaustive



Introduction

Aging infrastructure, coupled with the integration of distributed energy resources (DERs) like rooftop solar, presents reliability concerns. Modernization efforts are underway, but they require significant capital investment, which is further complicated by rising interest rates and inflation.

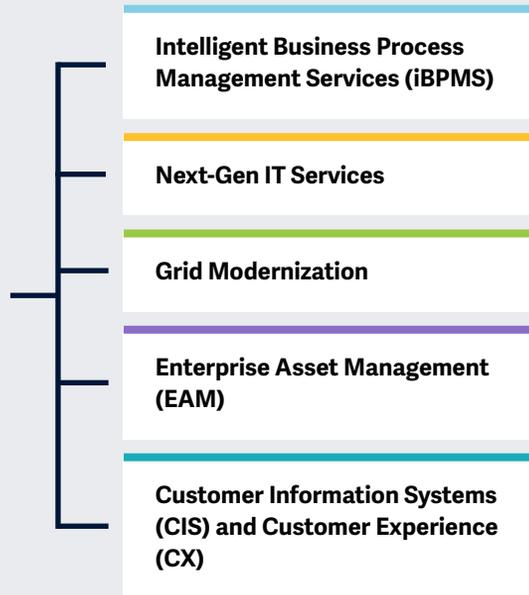
While utility prices are expected to remain relatively stable in 2024, affordability remains a concern. Rising fuel costs, particularly for natural gas, could increase prices. Regulatory frameworks need to find a balance between ensuring grid resilience and keeping energy affordable.

Essentially, utilities are seeking providers with deep industry expertise, strong digital technologies and innovation capabilities around data and analytics, cybersecurity, and AI and ML.



This IPL study aims to **understand** key industry **challenges** and **assess** service **provider capabilities** to address unmet enterprise needs.

Simplified Illustration Source: ISG 2024



Scope of the report

This ISG Provider Lens™ study offers business and IT decision-makers in power & utilities companies the following:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments based on their competitive strengths and portfolio attractiveness
- Focus on different markets, including North America, Europe and Asia Pacific* (Excludes China)

Our study serves as an important decision-making basis for positioning key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements with utilities.



Intelligent Business Process Management Services (iBPMS)

Definition

The quadrant assesses service providers that offer intelligent business process management services (iBPMS) to power & utilities enterprises. These services are driven by automation and analytics and include customer services (both front office and back office, B2B and B2C), sourcing and procurement, human resources, finance and accounting (F&A), regulatory and compliance, knowledge services, master data management, field workforce services, network operations, operational business intelligence (customer, marketing and asset) and supply chain management. These services enable client enterprises to improve efficiency and productivity in daily operations and business processes (front, middle and back office), enhancing customer experience and decision-making.

Eligibility Criteria

1. Ability to **offer a combination (if not all) of the following to enterprises** across the value chain, with expertise in the assessed region:
 - * F&A
 - * Sourcing, procurement and supply chain
 - * Customer service
 - * HR
 - * Legal
 - * Regulatory and compliance management
 - * Media and content management
 - * Master data management
 - * Field workforce services
 - * Network operations
 - * Analytics
 - * Work order management
 - * Meter data management
 - * Demand response management
2. Knowledge of **industry and regional regulations**
3. Experience in **optimizing business processes** for leading firms
4. Expertise in **applying advanced technologies**, including automation, analytics, IoT, AI, cybersecurity, cloud and blockchain
5. **Partnerships** with industry associations, regulatory bodies, technology firms and power & utilities startups
6. **Referenceable case studies** for services/solutions across the value chain



Next-Gen IT Services

Definition

This quadrant assesses service providers offering next-gen IT services to the power & utilities industry. The services include application development and maintenance (ADM), infrastructure services (data center, cloud, network, workplace and cybersecurity) and systems integration for new applications across the value chain. These services enable utilities to increase efficiency, ensure compliance, minimize costs, optimize assets and maximize customer satisfaction.

Next-gen IT in utilities leverages data, cloud and AI to improve efficiency and customer experience. Smart meters and sensors collect real-time information on energy use and grid health. Utilities analyze this data to predict demand, optimize resources and identify equipment issues. This allows for proactive maintenance that reduces downtime and costs. Customers also benefit from personalized energy plans and mobile applications for managing accounts and tracking outages.

Eligibility Criteria

1. Ability to **offer a combination (if not all) of the following** to enterprises across the value chain, with expertise in the assessed region:
 - * Systems integration
 - * App development and maintenance
 - * Infrastructure services (data center, network operations center and cloud)
 - * Cybersecurity
 - * Next-gen technologies such as automation, analytics, AI, ML, IoT and blockchain
 - * Digital twins
2. **Extensive domain knowledge** and support for compliance with regional regulations
3. **Partnerships** with industry associations, regulatory bodies, technology firms and power & utilities startups
4. Experience in **large transition projects** that include post-merger integration of firms, IT-driven business transformation, cybersecurity, and legacy system and application modernization in the industry
5. **Referenceable case studies** for services and solutions across the value chain



Grid Modernization

Definition

This quadrant assesses service providers offering grid modernization and related services in the power & utilities industry. The services include grid modeling, distributed energy resources management systems (DERMS), advanced distribution management systems (ADMS), geographic information systems (GIS), volt-var optimization (VVO), supervisory control and data acquisition (SCADA), advanced metering infrastructure (AMI), distribution and operations, scheduling and dispatch, grid resilience, demand planning and forecasting, response design and integration. These offerings lead to an improved, reliable and optimized grid infrastructure.

Grid modernization involves utilities overhauling the electricity grid to make it smarter, more resilient and more efficient. It is like upgrading an old, clunky computer system to a sleek, high-powered one. This transformation utilizes modern technologies such as sensors, automation and data analytics to improve reliability, integrate renewable energy sources and even empower customers with greater control over their energy use.

Eligibility Criteria

1. Experience in **grid modernization**
2. **Successful grid modernization projects** with at least three power & utilities firms
3. **Offerings** in more than one of the following:
 - * Grid modelling and analytics
 - * Grid management (distribution and operations, scheduling and dispatch)
 - * Grid optimization and resilience
 - * Demand planning, forecasting and outage management
 - * DER (technology selection, strategy, road map and integration)
 - * DERMS

- * EV charging integration
 - * SCADA
 - * GIS
 - * Volt-var optimization and control
 - * Advanced metering and smart grid services
 - * Distribution automation
 - * Integration and value realization
 - * AMI (1.0 and 2.0)
4. Expertise in **next-gen technologies:** automation, analytics, IoT, AI, cybersecurity, cloud and blockchain
 5. **Partnerships** with industry associations, regulatory bodies, technology firms and power & utilities startups
 6. **Referenceable case studies**



Enterprise Asset Management (EAM)

Definition

This quadrant assesses providers offering enterprise asset management (EAM) services and solutions to enterprises in the power & utilities industry. Services include asset lifecycle management, maintenance, repair and operations, labor management, controls management, application maintenance and support, supply chain solutions, cloud services, asset health management, digital enablement services and remote monitoring. These services enable enterprises to increase asset performance, extend their useful life and reduce operational costs.

Additionally, many service providers explore mergers and acquisitions (M&A) and develop proprietary EAM platforms to offer industry-specific solutions. These platforms use technologies such as digital twins, AR, VR, mixed reality (MR) and 3D technology in the asset management space. Field service management and workforce management are also key areas within asset management.

Eligibility Criteria

- EAM experience** in the regional power & utilities industry
 - Successful EAM projects** with at least three power & utilities firms
 - Offerings** in at least one of the following:
 - * Asset health management
 - * Failure prediction
 - * Work and labor management, including HSE
 - * Supply chain transformation
 - * MRO management
 - * Computerized maintenance management system
 - * Controls management
 - * Warranty management
 - Expertise in **next-gen technologies:** automation, analytics, IoT, AI, cybersecurity, cloud and blockchain in the industry
 - Partnerships** with industry associations, regulatory bodies, technology firms and power & utilities startups
 - Referenceable case studies** for services/solutions across the value chain
- * Geographic information system
 - * Digital EAM solutions based on AI and ML
 - * Analytics and reporting
 - * Field management
 - * Asset inventory and work order management



Customer Information Systems (CIS) and Customer Experience (CX)

Definition

This quadrant assesses service providers offering meter-to-cash (M2C), customer service and business process solutions related to customer information systems (CIS) in the power & utilities industry. The services covered in this quadrant include account management, order processing, product management, rate design (handling complex rate structures), data management, billing, credit and collections, payment processing, contact services (call center), interactive voice response (IVR), consumer engagement, customer self-service and relationship management, all enhancing customer experience (CX).

Eligibility Criteria

1. **Experience in CIS and CX** in the industry
2. **Successful CIS** projects with at least two power & utilities firms
3. **Offerings in at least one** of the following:
 - * M2C
 - Account management
 - Order processing
 - Product/service management
 - Rate design (handling complex/TOU rate structures)
 - Billing
 - Credit and collections
 - Accounts receivables

- Statement preparation
- Payment processing
- * Customer service
 - 24/7 call centers
 - IVR
 - Consumer engagement (social media, virtual assistant and chatbots)
 - Self-service portals
 - Relationship management
 - Customer onboarding management
 - Omnichannel support
- 4. **Adaptability to** regulatory changes, compliance, evolving billing structures and retail needs

5. Expertise in **next-gen technologies:** automation, analytics, IoT, AI, cybersecurity, cloud and blockchain in the industry
6. **Partnerships** with industry associations, regulatory bodies, tech firms and power & utilities startups
7. Referenceable **case studies across the value chain**



Quadrants by Region

As a part of this ISG Provider Lens™ quadrant study, we are introducing the following five quadrants on Power & Utilities Industry — Services and Solutions 2024:

Quadrant	Asia Pacific* (Excludes China)	Europe	North America
Intelligence Business Process Management Services (iBPMS)	✓	✓	✓
Next-Gen IT Services	✓	✓	✓
Grid Modernization	✓	✓	✓
Enterprise Asset Management (EAM)	✓	✓	✓
Customer Information Systems (CIS) and Customer Experience (CX)	✓	✓	✓





Buyers Guide Software Research 2024

Introduction

The global power & utilities industry continues to be influenced by the steadily increasing demand for renewable energy and sustainability, government regulations, the development of smart cities, the rise of eMobility, geopolitical situations and increasing fossil fuel prices.

The power & utilities industry relies heavily on a vast network of infrastructure and equipment, including power plants, substations, transmission lines and distribution grids. Enterprise asset management (EAM) software is a strategic tool for power & utilities companies to optimize asset performance, ensure reliability, reduce costs and improve operational efficiency.

Grid management software is crucial for operating an efficient and reliable electrical grid, especially with the growing complexity of modern power systems. It is a key tool for modernizing the power grid, enabling efficient operations, greater integration of renewables, improved reliability and the promotion of sustainability.



The Buyers Guide™ provides insights into the **readiness of software providers and products** to meet enterprise requirements.

Simplified Illustration Source: ISG 2024



Scope of the report

This ISG Buyers Guide™ study offers businesses and IT decision-makers in power & utilities companies the following:

- An evaluation of software across seven key categories: five product-related and two CX-related categories
- Rankings and ratings of software providers and products based on adaptability, capability, manageability, reliability and usability
- A comprehensive research study covering global software providers

Our study serves as an important decision-making basis for examining software provider relationships and market considerations. ISG advisors and enterprise clients also use information and ratings from these reports to evaluate their current provider relationships and potential engagements with clients.



Definition

Grid management software plays a vital role in the modern electrical grid by enhancing reliability, improving efficiency, integrating distributed energy resources, promoting sustainability and enabling well-informed decisions for optimization and cost savings.

This quadrant assesses grid management software vendors offering software solutions in the power & utilities space. Grid management software solutions enable the monitoring, control and optimization of the electrical grid, functioning as a control center. This software is essential for facilitating a reliable, efficient and secure electricity supply.

Eligibility Criteria

1. Experience in **developing and implementing grid management software** for clients in the power & utilities industry
2. **Successful software implementation** (standalone or with service partners) with at least three power & utilities companies (past or present)
3. Ability to **offer a combination (if not all) of the following to the grid network**, with expertise in the assessed region:
 - * Fault location, isolation and service restoration (FLISR)
 - * Volt/volt-ampere reactive (VAR) optimization (VVO)
 - * Outage management
 - * AMI 1.0 and 2.0
 - * GIS interface
 - * EAM interface
 - * CIS
 - * Mobile workforce management (MWM)
 - * Power flow
 - * Conservation through voltage reduction (CVR)
 - * Volt/VAR optimization
 - * Optimal network reconfiguration
 - * DER aggregation, forecasting and optimization
 - * Impact assessment on DERs switching actions
 - * Scheduling for microgrid and distributed generation (DG) operation
2. Product/software that **demonstrates integration capabilities** around next-gen technologies, including automation, analytics, IoT, AI, cybersecurity, cloud and blockchain
3. **Strong partnerships with industry associations**, regulatory bodies, technology firms and startups specializing in power & utilities
4. **Referenceable power & utilities case studies** for various solutions across the value chain
5. Capability to support **multiple platforms and carry out cloud-based deployments**



Definition

EAM software plays a vital role in maintaining the smooth and efficient operation of utilities. It enables enhanced safety and compliance, maximized uptime and efficiency, optimized costs, an empowered workforce, and improved decision-making.

This quadrant assesses EAM software vendors offering software solutions in the power & utilities space. EAM software solutions facilitate the management and maintenance of assets owned by a company throughout the lifecycle, starting from capital planning and procurement, through installation, performance monitoring, maintenance, compliance and risk management, up to asset disposal.

Eligibility Criteria

1. Experience in **developing and implementing EAM software** for clients in the power & utilities industry
2. **Successful software implementation** (standalone or with service partners) with at least three power & utilities companies (past or present)
3. Software that has at least two of the following **capabilities related to EAM:**
 - * Asset health management
 - * Failure prediction
 - * Work and labor management
 - * Supply chain transformation
 - * MRO management
4. Product/software that demonstrates **integration capabilities** around next-gen technologies, including automation, analytics, IoT, AI, cybersecurity, cloud and blockchain
 - * Computerized maintenance management system (CMMS)
 - * Controls management
 - * Warranty management
 - * Geographic information system (GIS)
 - * Digital EAM solutions (based on AI and ML)
 - * Analytics and reporting
 - * SCADA
 - * Predictive maintenance
5. **Strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in power & utilities
6. **Referenceable power & utilities case studies** for various solutions across the value chain
7. Capability to support multiple **platforms and carry out cloud-based deployments**



The research phase falls in the period between May and July 2024, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in December 2024.

Milestones	Beginning	End
Survey Launch	June 11, 2024	
Survey Phase	June 12, 2024	July 12, 2024
Sneak Previews	October 2024	October 2024
Press Release & Publication	November 2024	

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2024 research agenda

Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!



ISG Star of Excellence™ – Call for nominations

The Star of Excellence™ is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.”

The Star of Excellence™ is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence™ will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence™ [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:

ISG.star@isg-one.com



ISG Star of Excellence



Methodology & Team

The ISG Provider Lens 2024 – Power & Utilities Industry – Services and Solutions research study analyzes the relevant software vendors/ service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of May 2024, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars (\$US) unless noted.



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Gupta

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MC

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Sukanya
Nair

**Senior Project
Manager**



ISG Provider Lens Advisors Involvement Program

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT). The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

ISG Advisors to this study



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Research**



If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.

* Rated in previous iteration

Accenture*

Acquire BPO*

Alorica*

Birlasoft*

Capgemini*

CGI

Coforge/Cigniti *

Cognizant*

Computacenter*

CyberCX

Cyient*

Deloitte*

DXC Technology*

Exela Technologies

Firstsource

FTI Consulting

Fujitsu

Genpact*

Globant

Happiest Minds

HCLTech*

Hitachi Digital Services

IBM*

Infosys*

Invensis Technologies

KPMG*

Kyndryl*

LTIMindtree*

LTTS

MaxBPO

Mphasis

NTT Data

Orange Business Services

Perficient*

Protiviti

PwC*

ScottMadden

Sopra Steria*

TCS*

TechMahindra

Teleperformance*

Tietoevry*

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WNS*

YASH Technologies

Zones



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ABB
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Dassault Systèmes
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GE Vernova
Hitachi Digital Services

Honeywell
Hubbell
IBM
Oracle
SAP
Schneider Electric
Siemens



iSG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this [webpage](#).

iSG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

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iSG

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Founded in 2006, and based in Stamford, Conn., ISG employs 1,600 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

For more information, visit isg-one.com.





JUNE, 2024

REPORT: POWER & UTILITIES INDUSTRY- PROVIDER LENS SERVICES & BUYERS GUIDE