The Future of Work for Utilities

It’s time to think big. Now is the time to develop collaborative strategies to accelerate your organization’s future and compete in the new normal. How utilities navigate the pandemic and subsequent changes to work will play a key role in their future success.

WHAT IS CHANGING?
Utilities have had to rethink workflows, workplaces and technological constraints to stay connected, productive and reliable. The COVID-19 pandemic has forced both field crews and office staff to adjust their regular ways of working in order to navigate the realities of battling the pandemic. Policies for storm recovery, business continuity, customer service and workforce management have had to shift considerably over an extremely short period of time.

Handling severe events is not new for utilities, however the nature of this pandemic crisis may provide the opportunity to accelerate industry change and help utilities fully embrace new ways of working. One thing is for sure: the definition of “business as usual” is fundamentally changing.

WHAT DOES THE FUTURE OF WORK LOOK LIKE?
We see the future of work in utilities as the enablement of people, processes and technology to achieve highly productive and resilient operations leveraging digital channels, all while putting the customer experience at the forefront. Navigating a rapid move to the future of work with agility and speed is critical for the utilities industry to continue its operations and maintain reliability through adverse conditions.

Reimagining the future of work for utilities can involve:
- Accelerating digitization and digital optimization
- Using technology as an enabler to drive safer and more reliable operations
- Increasing collaboration across the organization
- Building a customer-first organization that functions as a digital energy advisor to customers

THE TIME IS NOW TO SHAPE THE FUTURE OF WORK
- Enabling people, processes, and technology to achieve highly productive and resilient operations
- Serving customers through digital channels
- Navigating a rapid move to the future of work with agility and speed is critical
OPPORTUNITIES FOR UTILITIES

Utilities are poised to get ahead of this rapid transition and proactively prepare for workplace changes expected across three fundamental areas:

- **Changing organizational culture** – Increasing collaboration across functional areas to support more flexible and innovative approaches to navigating the changing industry landscape. This includes more distributed operations and a remote, digital workforce.
- **Accelerating digitalization** – Upgrading and enhancing legacy policies, collaboration tools and technology in order to enable rapid and effective working environments, including cybersecurity and cloud infrastructure. Accelerating the creation and adoption of artificial intelligence, automation tools and changed processes to support new business operations and customer expectations.
- **Enhancing customer focus** – Leveraging customer service as a differentiator by serving as a trusted energy advisor to customers and offering value-added products and services.

RESHAPING YOUR ORGANIZATION’S FUTURE

As organizations begin to rebound from the challenges brought on by the pandemic, many are taking the opportunity to re-evaluate their culture and workforce strategy. We offer an assessment providing clients with insights and recommendations to ensure their culture and workforce can support current and future requirements. Our approach produces an actionable roadmap that aligns to your objectives. We engage key resources to gather, assimilate, and assess solutions based on our extensive utility experience. Our approach is tailored and scaled to the needs of your organization.

EXPERIENCE TO HELP YOU THRIVE IN THE NEW NORMAL

We are poised to partner with you on your organization’s journey to the future of work. With 30+ years of utilities expertise working with the world’s largest utilities, we bring insights across the entire value chain of a utility, from production/generation and transmission/distribution to retail supply and central market operations. We work together with you to solve complex business and IT problems across the industry, including the electricity, natural gas, and water sectors. We focus on your end-to-end needs, providing industry-focused consulting, systems integration and managed services, accelerated by intellectual property, to help you navigate the energy transition and remain competitive.

Learn more about our point of view on the future of work in our executive insight brief.