

CGI's Sales-to-Cash Transformation



Digitalising Sales-to-Cash Journeys for B2B Retailers

Implemented in some of the UK's major business-to-business energy retailers, CGI's sales-to-cash transformation offering delivers a modern, integrated solution comprising optimised digital journeys across Marketing, Sales, Pricing & Quoting, Billing and Collections.

Our solution draws upon a set of established vendor relationships, industry experienced professionals, and practical accelerators, to transform the business operations of energy retailers, enabling them to run a more streamlined and agile business in an environment with rapidly changing customer expectations and increasing cost pressures.

BUSINESS AND MARKET CHALLENGES

- Tight margins are driving increasing cost pressures on energy suppliers to operate their enterprises more efficiently.
- At the same time, customer expectations, particularly in the B2B space, are rapidly evolving from just requiring supply of core electricity and gas towards making better use of smart meter data and having access to additional bespoke services under tailored bundles and pricing models.
- Energy suppliers are looking to transform their technology landscape to run leaner and more agile operations.

CGI SOLUTION

- **The right technologies:** We bring the right mix of technologies for our clients through established partnerships with leading and emerging vendors.
- **Flexible approach:** We deliver everything from small point solutions for specific issues through to a full transformational programmes across the sales-to-cash journeys.
- **Relevant accelerators:** Through our global experience in energy retail transformation, we have developed a range of reusable accelerators (across people, process and technology domains).



Key Success Factors

- Experienced professionals from across the GB energy retail sector
- Established vendor relationships
- Implementation & migration approach
- Flexible Cloud/ITO/BPO/Service options

BUSINESS BENEFITS

- Significant IT operating cost reductions
- Optimised business processes driving business operational efficiencies
- FTE redeployment opportunities to value-add initiatives
- Improved sales-to-case journeys for customers, driving improvements in acquisition, retention, and collections

WHY CGI?

With decades of experience in implementing a range of solutions for energy suppliers across the UK, we can support your organisation to either lead the delivery of your change projects end-to-end, or support in specific areas using our industry and product knowledge.

Our delivery experience spans across the entire range of the energy supply solution ecosystem from digital customer interactions, through core billing system replacements, to industry flow management. We work in partnership with our clients to deliver innovative solutions to their most complex business challenges, enabling them to succeed in their chosen markets.

Driving annual IT operating cost efficiencies and redeploying staff to drive new revenue streams

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally

For more information

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