



**Tech
Mahindra**

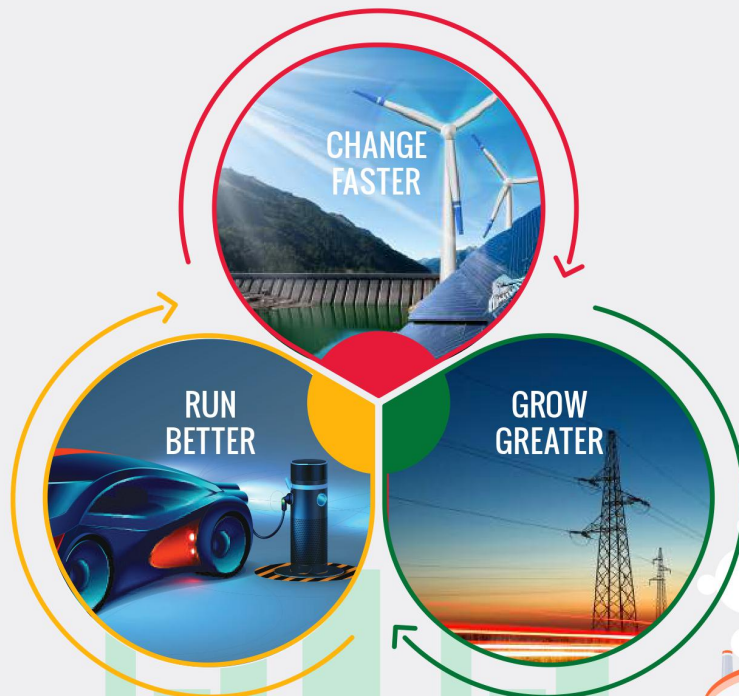
Energy & Utilities

Powering The Digital Future

- Digital Customer Experience
- Connected Assets
- Intelligent Enterprise
- Smarter Workforce



ELECTRICITY | WATER & WASTE MANAGEMENT | RENEWABLES



Connected World.
Connected Experiences.

The 4 Pillars of Digital Transformation

Your digital transformation journey begins with our four connected solutions.

- 1 Digital Customer Experience
- 2 Intelligent ERP
- 3 Connected Assets
- 4 DER & Ecosystem



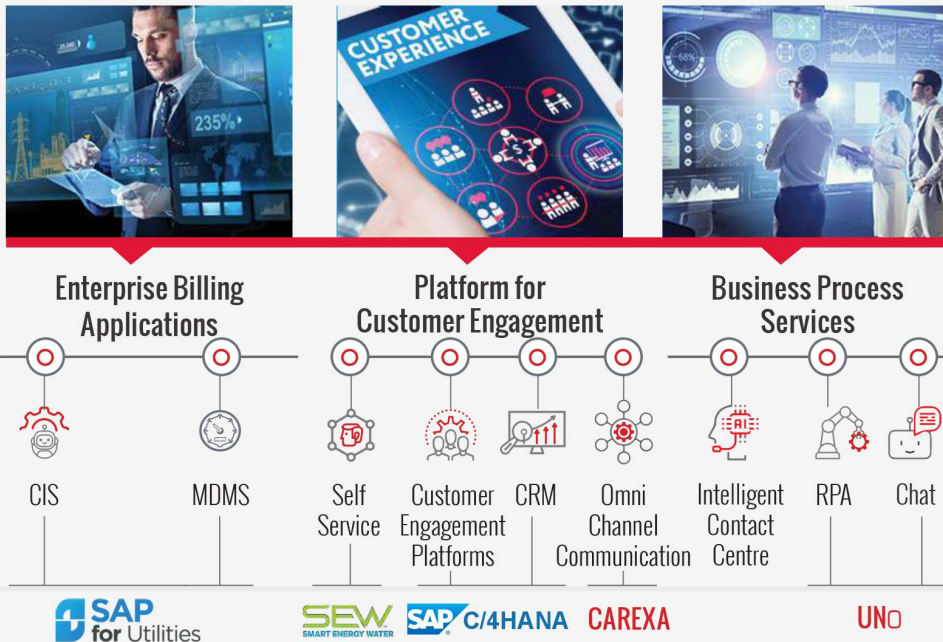
CXRISE

1. Digital Customer Experience

Tech Mahindra's **CXRISE** is an integrated solution for Utilities to embark on the journey towards digital customer experience. Using SAP IS - Utilities along with C4C CRM integrated with SEW platform provides a seamless solution and a single view for our customers to

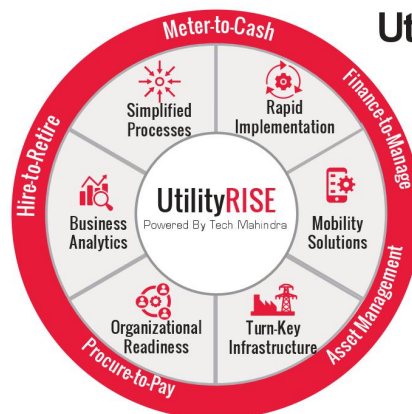
- Organise campaigns to create awareness
- Provisioning of services and operations
- Social relationship management
- Demand response programs
- Notifications on usage, tariffs and outages

One of the important elements of customer experience is the contact centre. Our years of telecom experience enables our Utilities customers to be the best in class and automated with multilingual 24*7 BPS contact centre solutions, giving them one platform for next generation customer experience.



2. Intelligent ERP

It's a comprehensive 'SAP for Utilities' solution to re-imagine and simplify the business processes with industry best practices. With the changing scenario of technology innovation, changing needs of customers, partners and employees, and data-driven personalised service there is a need for an "Intelligent ERP". The goal is to enable customers to have better experience of stakeholders, better processes & use technology to create new business models.



UtilityRISE

Optimising the Digital Core

with Intelligent ERP and Intelligent Applications

- Suitable for greenfield and brownfield migration, for S4 Migration additional tool EPESLON for assessment & migration
- Scoped for Intelligent ERP, Meter2Cash, Reporting & Analytics, Customer Information System, Talent Management, Asset Management
- Incorporates world's best CIS System and EAM Solution on S/4 HANA-1809
- Open Architecture, micro- services enabled, integrated to Cloud Foundry

Our Solutions

- 250+ industry processes mapped, tested and documented
- Ready Business Process Scenarios (BPD) with industry & localisation
- Preconfigured solution on Tech Mahindra CoE - 80% ready
- Master data templates & workshops
- Pre-built test cases
- 200+ABAP programs & 100+ Fiori apps to choose from



Systems of
record



Systems of
engagement



Systems of
intelligence



Leveraging new growth technologies: S/4 HANA | Microservices Enabled | Engagement Platforms

3. Connected Assets

to achieving total operational excellence

AssetRISE

Tech Mahindra's Asset Rise platform using SAP EAM, SAP WFM & SAP Leonardo helps customer induce efficiencies in asset maintenance, workforce planning & scheduling. The platform facilitates digital transformation in an asset-intensive industry through enterprise asset management. Using intelligent ERP, asset and work analytics, IoT and connected fieldforce technologies, utilities can reduce risk, improve asset integrity and maximise performance.

Asset Performance Management



Assets

- Asset connectivity - Tech Mahindra LTE network services
- Proactive monitoring
- Analyse device stream
- Identify critical inputs and raise events
- Configure thresholds
- Control level parameters



Integrate

- Auto create incident
- Real-time service updates



- IOT-enabled
- Send consistent stream of data
- Usage & diagnostic information



SAP Mobile workforce & Fiori

- Manage users
- Storage
- Analysis
- Push notifications



Business applications SAP EAM

- Asset history
- Maintenance schedule
- Accurate parts and inventory access
- Notifications

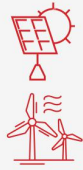


Workforce Management

- 360 deg. view - customer Info, asset info, contracts & warranties, SR history, maintenance activities
- View diagnostics and resolution (Pdf, Video)
- Manage appointments
- Take notes, asset pics, perform annotations
- Collaborate with other colleagues
- Dashboard and Insights
- AR/ VR devices

IOT enabled
SAP Leonardo

Renewables management using our intelligent solar and wind energy asset monitoring and efficiency management platforms



ConextInsight® Renewables for Solar and Wind

- An intelligent asset monitoring and management solution
- For both utility scale and distributed solar PV plants
- Driven by IoT capabilities, with cloud-based architecture and advanced analytics.
- Using artificial intelligence and machine learning algorithms to monitor, predict and report on wind systems efficiency



Real-time, centralised monitoring



Maximised asset performance



Optimised O&M



Comprehensive portfolio management



Forecasting and predictive maintenance



Intuitive visualisations



Command centre

4. DER and Ecosystem

through state-of-the-art emerging technologies

As a high-growth area, distributed energy resources are bound to see considerable transformation in the future. The management of DERs will see rapid movement towards decentralisation, and will rely heavily on machine learning capabilities that will extract and absorb data from the external environment to convert to adaptive business intelligence and insights.

Tech Mahindra's Intelligent Electric Vehicle Management Systems and Microgrid-as-a-Service are SAP HANA based future-ready analytical platforms that combine intelligent automation and innovative, next-gen capabilities for optimising distributed energy networks, decentralising power consumption and effective grid management across wide geographical locations.

Focus Products

Intelligent Electric Vehicle Charging Systems

IVEC Powered by Tech Mahindra

SAP S/4HANA & SAP Leonardo



EV operations



Energy management - V2G, site-level, region-wide



Customer self-service & billing



EV asset management



Fleet management



Edge Computing

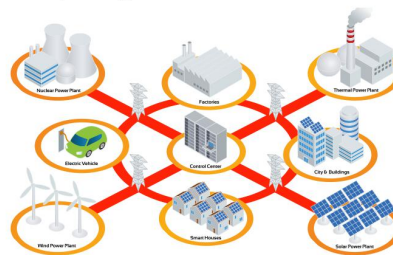


AI & ML enabled

Intelligrid - Microgrid-as-a-Service & CAPE

Community Action Plan for Engagement

Asset-lite platform for sharing and trading excess electricity and driving sustainability amongst communities



End-to-end microgrid platform configuration and support



Cloud-based subscription model



Blockchain enabled P2P trading platform



Centralised command centre



Secure connectivity



Manage Appointments



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