HCLSoftware

Powering the Future of Energy and Utilities through Digital Transformation

Enhance your digital experiences and drive long-term value in the Energy and Utility industries with HCL's Utility Customer Experience platform.

...nary

...ople consume energy is changing, as is the relationship between utility companies and their ...Customers today expect more than a convenient way to pay their bills online; they want a direct ...services through a cohesive digital experience.

...of supply chain issues, rising costs, and extreme weather plaguing the power and utilities sector, ...rends are emerging in innovation and investment that can help companies provide reliable, ...affordable energy while delivering on these evolving customer needs.

...to the J.D. Power 2022 U.S. Utility Digital Experience Study, energy and utilities must catch up to ...tries regarding digital experiences like apps and mobile-friendly websites. The study also finds ...of innovation in utility customer experience impacts customer satisfaction. In fact, about ...f large utility companies still don't even have an app.

...for companies to get proactive. Customers are driving changes to modern business models, ...solution to creating a better customer experience is clear: go digital.
...st in modern solutions that put the customer experience at the forefront of your strategy, ...amline your processes, and keep your business agile and secure.
...ide customers with quick and convenient services and engage across all digital touchpoints.
...ver personalized experiences that strengthen brand loyalty.

...provides valuable insights on how the UCX Platform powered by HCL Volt MX can help innovate ...and utility industry, including a breakdown of its benefits and use cases.

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Introduction: choosing the UCX platform

Welcome to the UCX Platform, the solution that empowers E&U companies to embrace digital transformation and elevate their operations and customer satisfaction.

A company is only as powerful as its infrastructure, so it's time to move on from clunky, unreliable legacy systems. Investing in digital experience technologies creates more efficient and secure experiences for both employees and customers, while also facilitating the increased use of company websites and apps. The modernized UCX platform smooths this transition, so companies can increase agility, support, and innovation and enhance customer experience end-to-end without disrupting services.

Every customer deserves equal access to clean, reliable, and affordable energy. By leveraging the right modern technologies, like AI and automation, providers can deliver the right services and solutions at the right time and build customer trust. This is especially critical for the often underserved low-income households that comprise a large portion of the energy and utilities customer base.

Modernize your systems

With outdated systems and limited communication channels, your spending goes into maintenance and catch-up, leaving customers dissatisfied and shifting the advantage to the competition.

Modernize your infrastructure. The first step to digital transformation is upgrading outdated systems, processes, and applications for improved resource efficiency and security.

Adopt digital technologies. Provide customers with modern and seamlessly integrated ways to engage across multiple channels by implementing digital technologies like mobile apps, self-service portals, and AI-powered chatbots.

UCX is built on software that adapts quickly to your business and environmental needs, allowing you to consolidate data from different sources and present it to customers in a modern user experience. Without clunky, outdated technology holding back customers and employees, they can both get what they need faster. Deliver services faster, more efficiently, and conveniently to retain the always-connected customer.
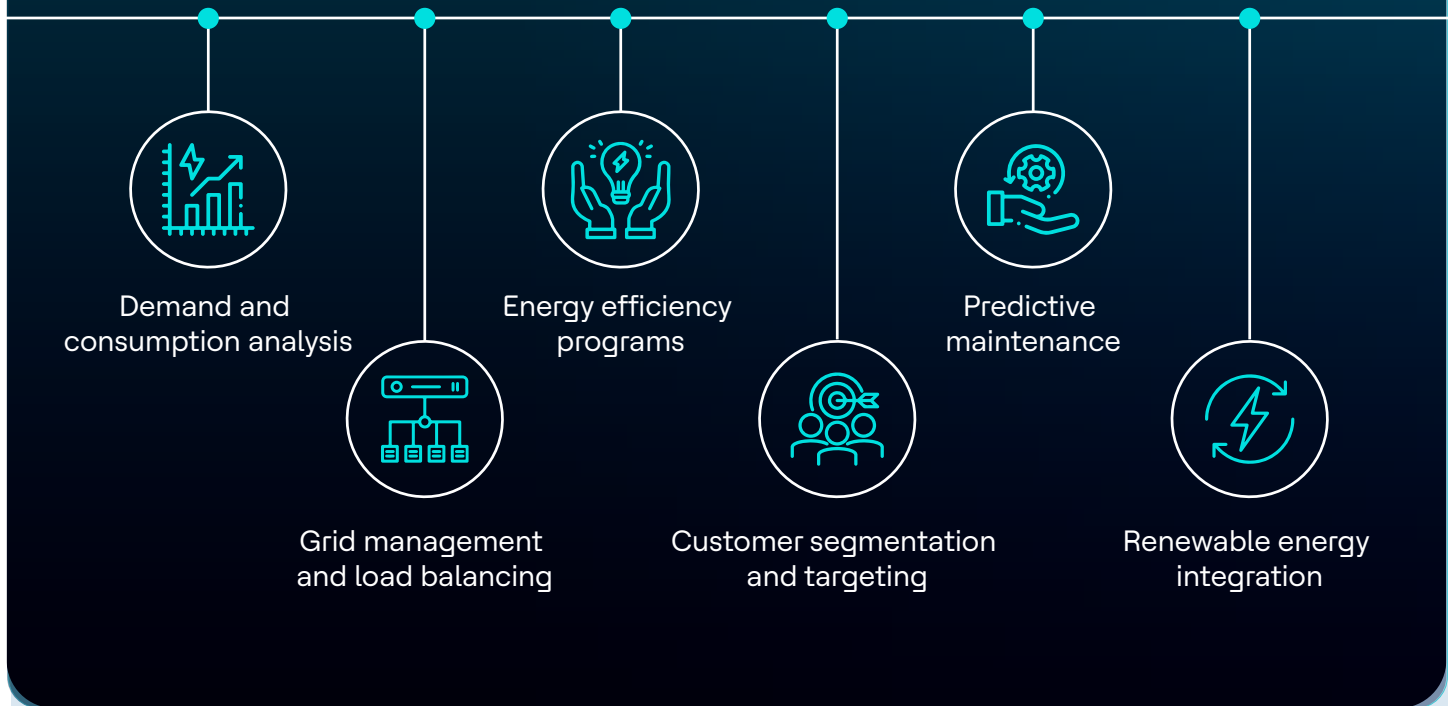
Lock in long-term value

If you're not delivering consistently excellent support that addresses individual customer needs, you're breaking down trust in the services your company can provide. Facilitate customer self-service. The UCX Platform can implement tailored account management capabilities and content to make it easier than ever for customers to answer their own questions without calling a representative. Emphasize customer service. Empower customer service teams to provide exceptional support and personalized recommendations by preparing them with relevant information for every customer interaction with the help of AI.

Make data-driven decisions. Leverage data analytics and machine learning to break down your company's KPIs comprehensively and get deeper insights into customer behavior and preferences automatically—while avoiding errors and delays that come with manual data processing.

Here's some of what a new digital experience can help E&U companies better analyze

Demand and consumption analysis

Grid management and load balancing

Energy efficiency programs

Customer segmentation and targeting

Predictive maintenance

Renewable energy integration

With the help of an AI assistant with Natural Language Processing that self-updates as you change policies and author new materials, you can field customer queries before handing them off to a live agent. You'll be able to provide prompt support that addresses their exact needs, as well as personalized suggestions like information about bill payment and energy assistance programs.

Case Studies

As consumer demands evolve alongside modern technology, no-code solutions give organizations the agility to keep up. Utility companies are expected to provide engaging digital experiences that deliver crucial services in a convenient, consistent, and personalized way. From customer services to reporting to billing, here's how digital-forward energy organizations are using UCX to build app solutions that serve both their customers and employees:

Vermont Electric powers the state with low code.

Vermont Electric Power Company (VELCO) was able to give its internal operations a modern upgrade in record time – and just in time for the start of the pandemic, when the company needed a better way to manage crucial communications and processes.

Within just 60 hours of total development time, VELCO migrated their existing applications and rolled out a new set catering to the specific needs of their employees, customers, and contractors.

Now, VELCO can seamlessly integrate data from third-party APIs with the systems at their control center, improving situational awareness and safety while working in the field. The company also saw a significant increase in adoption of their new mobile apps–80% by field personnel and upwards of 95% by contractors.

https://venturebeat.com/business/vermont-electric-is-helping-power-the-state-with-a-low-code-app-building-platform/

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It's good that they're seeing the value of what we're able to produce, and the quick turnaround that we can achieve with our low code/no code platform, with Volt MX.

JJ

– Jarrod Harper, application developer and integrator, Vermont Electric Power Company

A High-Energy Solution for an Australian Energy Company

In the fast-paced, intricate Australian energy industry, companies must ensure stakeholders and consumers are made aware of advancements and innovations. Competitiveness and enhanced energy literacy require information to be presented in various formats for diverse expertise levels. To further improve transparency, data accessibility, and user experience and enable novel services, the firm is dedicated to offering a modern digital experience platform for delivering up-to-date energy information. With a 12-month deadline set to launch new apps for public information dissemination, the organization was in a race against time.

Leveraging the UCX Platform technology's low-code capabilities, the Australian company efficiently developed applications using Volt Iris's check boxes for rapid visual assembly and the Flare engine for managing code. This facilitated an 80% reduction in code and enabled the company to release applications to the iOS and Android stores on time.

The new apps met the company's 12-month delivery goal and provided users with up-to-date energy news, insights, and expert analyses in various formats. Post-launch, the company added industry data dashboards, enriching the functionality and user experience. The dashboards include media releases, podcasts, tech updates, energy explanations, market notices, data dashboards for electricity and gas markets, fuel mix dashboards, and notification functionalities.

https://www.hcltechsw.com/resources/stories/australian-energy

Conclusion

The UCX Platform empowers energy and utility companies to transform their customer experience through scalable digital innovation. By creating immersive and seamless digital experiences, these companies can boost customer satisfaction, retention rates, and, ultimately, their bottom line.

As customer demands evolve alongside how we consume and generate energy, organizations must embrace digital technologies to adapt to these changes while simplifying their processes and engaging customers across all digital touchpoints and platforms. This is possible through UCX's capabilities in low code development, multi-experience, digital experience, and personalized communication.

The platform offers all the benefits of an out-of-the-box solution while also being completely customizable, allowing companies to deliver quickly and consistently on their specific customers' needs.

About This eBook

UCX empowers energy and utility companies to transform their customer experience through digital innovation. By creating immersive and seamless digital experiences, these companies can boost customer satisfaction, retention rates, and, ultimately, their bottom line. With the UCX Platform, energy and utility companies can stand out in a crowded market and stay ahead of their competition.

For more info, visit **https://www.hcltechsw.com/volt-mx/ucx**

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Fueling the Digital+ Economy

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About HCLSoftware
HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products.