ais APPLIED INFORMATION SCIENCES

LEADING ENERGY PROVIDER
Reimagines its utility experience for its 10M customers

Challenge

This large energy provider determined that they needed to embark on an organizational first, transformational initiative to reimagine their approach to managing their customer experience. There were several factors that motivated their decision - each of their six large Utility companies offered a different user experience to their customer base; they had no ability to quickly respond to market demands and offer new features or solutions to their customers; they had no ability to use data analytics to improve their customer experience; and their legacy platform was struggling to support the increasing customer demand, in particular during storm outages.

Solution

The main goals of this multi-year transformation initiative were to deliver a modern, responsive, consistent user experience to their 1.8 million customers across their six utility companies, develop a scalable solution that could grow to meet high demand usage, deliver new features and capabilities more seamlessly, and use data insights to improve the overall customer experience.

Results

The internal DevOps team is now operating more efficiently and effectively with the use of Azure DevOps pipelines, enabling automation, reducing manual errors, delivering more frequent releases, and giving them the ability to scale their operations with ease.

Working close to deliver solutions

AIS worked in close partnership with our client and across each of the six operating companies to understand the business requirements and functionality required, and design and implement a solution that delivered a converged and consistent UX Design, a scalable microservices-based enterprise application architecture, a web abstraction layer to seamlessly and efficiently integrate back-end enterprise systems, and a hybrid Azure platform foundation that can scale to meet usage demands. In addition, AIS introduced DevOps best practices and processes to enable zero-downtime deployments.

AIS brought a global delivery team consisting of Program Management, Enterprise Application Architects, developers and testers, UX architects and Analysts, Azure Architecture, engineers, and DevOps engineers. Our IP, frameworks, and agile delivery methodologies ensured that although this was a highly complex, and first cross OpCo project ever undertaken by our client, we were able to successfully deliver this large scale modernization initiative on time and on budget.

Business impact

This initiative has transformed the way in which our client supports over 10 million customers. The consolidation of the six Utilities onto a single platform provides a consistent user experience not only for the customers but for those who service those customers.

Our client has gone from executing one major deployment per year to weekly deployments. This allows our client to be agile in delivering new customer experiences and solutions and maintain its competitive advantage. Using analytics to assess customer usage and improve response times during storm scenarios has increased customer satisfaction, along with the increased reliability of the overall platform which has reduced downtime.

Seeking similar outcomes?

Learn how AIS can help you implement technology solutions that deliver real business results.

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