(expleo)

Elevate customer experience. Enhance operations.

## Hyperautomation helps energy & utilities companies transform with ease.

Automating processes is a logical step for companies in the energy & utilities sector that monitor large data sets and manage complex daily operations. Over time, the automation of individual processes compounded the number of siloed technologies — leading to missed opportunities and teams being busy with non-productive tasks.

Hyperautomation with Expleo improves efficiency by unifying disparate technologies within your business. On top of freeing up staff for more skilled work, it also helps refine data, spot patterns, and deliver a better customer experience.

Here we'll give you a bird's-eye view of the current state of automation in the field and what the future could look like with hyperautomation.

The state of automation within E&U today
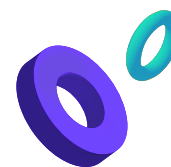
Driving customer engagement

Chatbots are playing an instrumental role in managing enquiries without human intervention. With Artificial Intelligence (AI), Machine Learning (ML) and data analytics, energy & utilities companies are predicting queries and engaging customers proactively.

Keeping systems safe and secure

Electricity theft has been estimated to cost the electricity sector **€96 billion** per year.[1]

Along with deploying robots for general repairs at the grid, AI and ML capabilities are helping spot abnormal energy consumption patterns to detect energy theft.

Conducting day-to-day infrastructure management

Automation is bringing more accuracy to measuring, managing and predicting energy flows. It's also adding greater clarity to managing energy supply from renewable sources that are intermittent and difficult to predict.
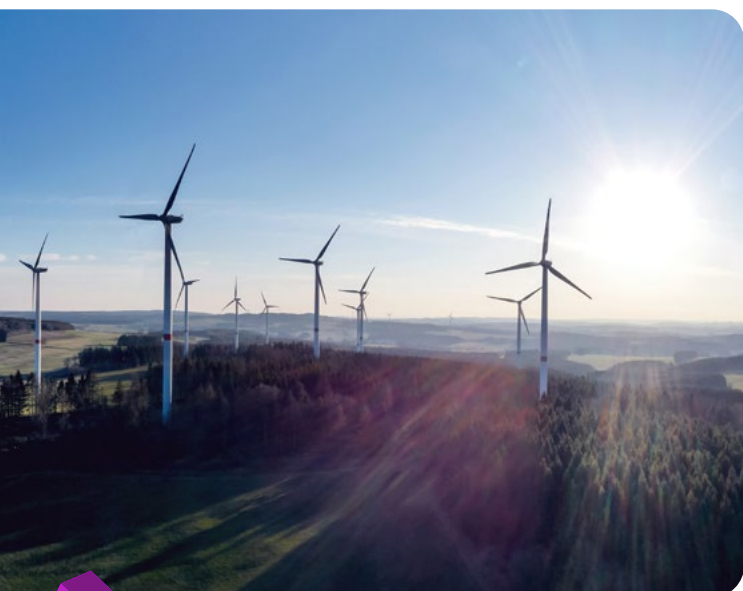
1 - Networked Energy https://tinyurl.com/4ncx99fb

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Hyperautomation: rise above industry disruption

Companies across the energy & utilities sector are reaping the benefits of automation. By implementing hyperautomation, they can capitalise on the ground laid by automation to create greater efficiency, better customer engagement, and a more proactive response to issues.

Harnessing predictive capabilities

Intelligent automation and AI can optimise Distributed Energy Management System (DERMS). With hyperautomation, companies can leverage the continuous and connected predictive capabilities of AI to pre-empt issues and act proactively.

Creating a culture of closeness

By enabling teams and technology platforms to work in tandem, companies can create tech-aligned cultures where the full potential of automation can be leveraged across the business ecosystem.

Evolving existing business models

E&U companies can use hyperautomation to solve current business challenges and simulate future scenarios — eventually reimagining their business models.

Gartner predicts that **85% of energy and utility** companies are actively using intelligent automation in this way.[2]

2 - Blueprism.com https://tinyurl.com/45jtfb57

Hyperautomation:
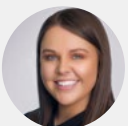the natural next step in your automation journey.

If you want to know what hyperautomation could bring to your organisation, get in touch with our experts:

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Transform your organisation

'Hyperautomation: From Incremental Benefits to Exponential Outcomes,' dives deeper into the topic.