

Leveraging Technology to Transform a Leading Utility Company

Challenge

A major utility needed to modernize its grid infrastructure and improve its service offerings to meet the needs of its growing segment of residential customers. To achieve these objectives, the organization hoped to utilize smart metering technologies and infrastructure designed to improve operational efficiency and reliability. In tandem with this technology transformation, the organization sought to improve customer satisfaction through the use of new digital customer engagement tools.

Solution

SEI worked with key stakeholders within the organization to design and execute this multi-phased program, providing quality management advisory and delivery leadership every step of the way. During the solution delivery process, our team instituted quality management best practices across smart meters, metering applications, and customer mobile apps to ensure the organization met its core business objectives.

Results

SEI delivered a highly integrated smart grid infrastructure with advanced grid metering in tandem with several improved customer experience solutions. Combined, these new solutions elevated the company's competitiveness and increased its overall operational efficiency. SEI also ensured the quality management best practices we implemented could be institutionalized throughout other segments of the organization, further enhancing operational performance.



**Design
Thinking**



**Solution
Delivery**



**Solution
Design**