

Cognizant's Energy & Utilities Practice

Cognizant's Energy & Utilities (E&U) Practice is among our fastest growing practices. Backed by strong domain expertise and an unwavering commitment to excellence, our E&U practice has built a unique position by delivering strategic blueprints, technology frameworks and innovative consulting solutions to leading industry players.

Our industry experience and solutions footprint extends across the value chain, is enabling Fortune 500 Utilities across the globe to reduce costs, gain operational efficiency and transform their businesses in ways that enable competitive advantage.

Key Utilities Industry Business Drivers and Trends

In today's dynamic business environment, utilities face numerous challenges such as supply independence and security, environmental concerns, regulatory changes, aging infrastructure and rising customer expectations. These issues, combined with the ongoing global financial crunch, is placing additional pressure on the utilities to meet stakeholders' and customer expectations, improve grid reliability and deliver superior returns for investors.

Utilities are now investing in technologies like AMI (Advanced Metering Infrastructure), Smart Grid; renewable and distributed generation and Web-based customer care to achieve operation-

al cost savings, improve system reliability and improve customer service. They also are increasing their focus on Energy Efficiency and Demand Curtailment programs to manage rising customer demand, environmental concerns and supply security. Utilities are also prioritizing customer empowerment, improved customer satisfaction and enhanced asset performance.

Ongoing restructuring and industry consolidation has necessitated standardize processes and systems. Utilities are implementing business transformation programs that include investment in new physical infrastructure and IT-enabled innovation to improve overall business effectiveness.

Our Offerings

Cognizant's E&U practice leverages deep domain, technological expertise and proven global delivery capabilities to provide business-aligned IT solutions from conceptualization through implementation and maintenance. Cognizant's offerings span the utilities value chain (generation, T&D, trading and customer service) across Business and IT Consulting, IT Services, Plant Automation and Infrastructure Services. These services are backed by strong capabilities in ERP (SAP & Oracle), BI/DW, Advanced Analytics, EAI, and Testing.





Our Solutions

Cognizant solutions address the unique business requirements of the utilities industry by focusing on critical impact areas. Our deep domain knowledge and cutting-edge technical capabilities have helped us implement business-focused IT solutions for our clients. We have developed several frameworks & tools based on our past experience and best practices which significantly accelerate time to market.

Customer Service

Cognizant solutions target critical customer service areas such as customer care, billing, customer data integration, customer analytics, and business process management. These solutions are backed by expertise in customer service processes, CIS technologies, including mainframe, Banner, Peace and SAP ISU -- and are supported by other technologies such as EBPP, IVR, CTI, etc.

Our customer self-service solution helps utilities reduce operating costs and is supported by capability assessment and solution evaluation frameworks with ready to deploy UI plug-ins. Self-service benchmarks and a client-driven approach to usability design and architecture are our key enablers.

Our CRAFT automation framework for regression testing of CIS applications helps to significantly reduce test change, as necessitated by markets, customers and regulations.

Energy Efficiency

Cognizant helps clients to implement integrated Energy Efficiency (EE) systems to manage a wide variety of programs. ProgSoft, Cognizant's proprietary Web-based program management framework streamlines program setup and management, and enables utilities to more quickly and effectively roll out and maintain their EE programs. Other supporting tools and frameworks include:

- An EE Maturity diagnostic tool.
- An EE solution evaluation framework.

Work and Asset Management

Our Maximo based asset management solution optimizes asset performance and improves service levels. Our robust product implementation approach supported by system integration and data management capabilities helps our clients with faster implementation of their asset management programs.

Geospatial Solutions

Cognizant's Geospatial team assists utilities with GIS systems implementation and integration with their ERP/EAM/Outage Management System to help determine where assets and resources are located using global positioning technology.

Advanced Metering Infrastructure (AMI)

Cognizant helps clients by delivering solutions in advanced metering. Our data management

solution can be used to manage large volume of meter data. Our iTrak™ data display dashboard provides insights to more effectively manage revenue protection and energy balance.

Energy Trading and Risk Management

Our ETRM solutions support front-office, back-office and mid-office operations with a wide range of services from business process design through post-implementation support for various products.

Application Management

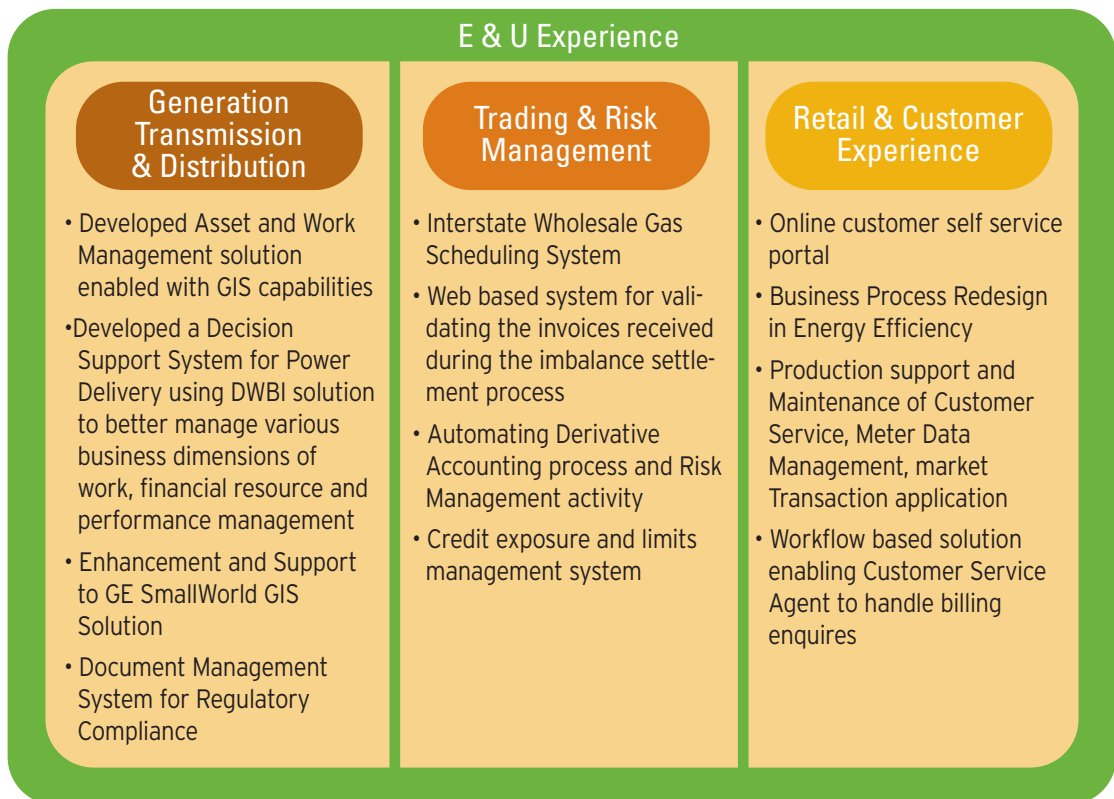
Cognizant Application Management Solutions for Utilities include application development, maintenance, system integration and 24x7 production support using our unique global delivery model (onsite - offshore). The global delivery model embedded with process and application expertise helps clients to reduce costs and enhance service levels. We address key issues, such as balancing cost, complexity, and capacity across all aspects of the customer service application lifecycle using the following frameworks:

- OPAT™ -Offshorability Portfolio Analysis Framework
- ADAPT™ Framework for Transition
- Cognizant 2.0 Global Delivery Ecosystem

Our Differentiators

- 1000+ associates backed by a dedicated domain consulting team.
- Global experience built on industry best practices.
- Knowledge management, reusable artefacts and solution accelerators for improving speed and quality of execution.
- Alliances with industry leaders and product expertise across the utilities value chain to deliver business focused solutions.
- Organizational DNA of customer centricity, flexibility, process excellence and passion for building stronger businesses.

Customer Experiences





About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and 63,700 employees as of March 31, 2009, we combine a unique onsite/offshore delivery model infused by a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings. Visit us online at www.cognizant.com.

Start Today

For more information on how to drive your business results with Cognizant, contact us at inquiry@cognizant.com or visit our website at www.cognizant.com.



Cognizant | Energy & Utilities
Passion for building stronger businesses

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