

How an Established Energy Player Adopted a Cloud Strategy to Stay Ahead of a Market Transformation



High costs, legacy systems and a highly disruptive market are being overcome thanks to a new hybrid cloud IT environment.

The United Kingdom (UK) energy sector is changing fast, with new market entrants challenging the dominance of major utilities. These utilities have endured decades of industry shakeouts and regulatory changes but now must take radical steps to deal with market disruption from an increasingly digital-only and highly nimble competition.

At one of the UK's top utilities, it was clear the company would have to undergo a digital transformation of its own to stay ahead. But holding back the company's ambition was a legacy enterprise IT infrastructure that was expensive to run and hard to manage. The business needed an IT platform that could substantially reduce time to market as well as being more cost-effective and simpler to manage. The utility already had its eyes set on an all-in cloud objective it wanted to achieve by 2021. All it needed was the right technology partner.

There was a need to migrate to a fast, agile, cloud-ready solution to deliver products and services more quickly and improve customer service.

AT A GLANCE

A leading UK energy provider wanted to future-proof its business and make savings by going digital. We designed a hybrid public-private cloud environment which replaces the client's legacy systems and brings greater speed and agility to the business, in addition to substantial savings.

Outcomes:

- Integrated and migrated systems to a future-ready hybrid cloud environment.
- Reduced IT service deployment time from 12 weeks to one hour.
- Consumption-based model helping to reduce total cost of ownership.
- Delivered superior customer experience through automation.
- Set course for total annual savings of \$16.4 million by 2021.

We also learned that the business had a number of other objectives: freeing up internal IT staff to concentrate on strategic issues, cutting the corporate carbon footprint and exploring big data analytics to improve the user experience. Armed with these insights, we delivered an applications assessment, piloted application migrations and produced a delivery roadmap to produce a hybrid public-private cloud-based environment with considerable automation, utilizing our HiveCenter™ solution.

As an experienced service integrator, we were able to simplify and standardize the application and service migration process to help reduce costs while meeting new market needs. While still in development, the solution is already helping the client to:

- **Move into new business areas** such as energy efficiency and energy management. Through the agile application migration factory, we have provided enhanced speed and agility for the client, allowing it to enter new commercial spheres.
- **Improve service performance and resilience**, for instance through real-time service management reporting and a service level agreement regime which places emphasis on business-critical activities.
- **Release valuable IT personnel** from day-to-day running of the system, thanks to automation and the simplification of a converged infrastructure.

- **Helping to reduce the total cost of ownership**, thanks to a consumption-based commercial model and converged infrastructure.

- **Enhance security, with managed security controls** and services across public and private clouds.

Overall, we have migrated and digitally enabled roughly 130 business services and associated applications, allowing the retirement of costly, outdated equipment. Key outcomes of the hybrid cloud transformation include enhancing customer experience, collaboration and agility through self-service, standardizing services and analytics for digital-ready business operations and improving DevOps productivity for the client.

The single most impressive achievement of the project to date is a reduction in the time it takes to deliver new IT resources, such as servers and storage. This has gone from a minimum of 12 weeks with the legacy system to just one hour in the new environment. The engagement is scheduled to be complete by June 2019. By then, we also hope to have delivered a 50% saving in overall administration costs, and up to a 40% saving in service costs, compared to the client's previous contract.

By migrating all business services, by 2021, we aim to provide the client with annual savings of £12.5 million (\$16.4 million USD).

For more information, please visit <https://www.cognizant.com/energy-utilities-technology-solutions>

ABOUT COGNIZANT

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 195 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.



Cognizant

World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060