SMART INFRASTRUCTURE CAPACITY ASSESSMENT FOR UTILITIES

Proactively Measure Smart Metering Capacity and Plan for Enhancements
Utilities around the world are making massive investments in rolling-out smart meters. They are also adopting customer-centric smart metering models which give more energy usage control to the customer. The utilities are setting up smart operation centers to manage the day-to-day business and technology operations of these smart meters. Such smart operations centers’ infrastructures need to be planned in such a way as to support future smart meter rollout plans and routine operations. Capacity constraints in smart IT systems and technical operations processes can impact the mandated smart rollout plans, resulting in poor smart experience to the customers.

SMART CAPACITY ASSESSMENT MODEL
Cognizant’s Smart Capacity Assessment Model is a unique tool that helps you to identify a utility’s current capacity constraints in smart meter operations, processes and IT systems, providing maximum/break capacity of the smart operation center. The model also suggests required enhancements in the specific operational processes and IT systems, delivering a better customer experience and support for smart meter rollout plans. The tool offers a quick self-guided assessment of current capacity in smart metering operations. The model also helps the utility to prepare a roadmap for future capacity enhancements, based on capacity assessment recommendations.

The assessment tool calculates smart metering capacity constraints based on two separate models. The first analyses effort required for BAU operations processes, while the second determines what is needed for managing smart-asset problems. The primary outputs of the assessment model are the ‘FTE count’ (required to run current and future smart metering operations) and the ‘break volumes’ for individual smart metering systems. The assessment model also determines the maximum number of smart meters that can be supported with current levels of resources and infrastructure.
SMART CAPACITY ASSESSMENT MODEL

Cognizant’s domain experts collect inputs to the model through primary surveys conducted in smart organisations. The results obtained will be analysed to calculate the maximum capacity of smart operations and resource requirement across each area embedded in the model. The recommendations will be based on requirements to support planned smart meter rollouts and ease of implementation. Cognizant will deliver a roadmap to address existing constraints and planned business growth projections. Cognizant can also complement these with customised solution offerings to fill the gaps and to meet the requirements of each of the areas defined in the model.

OUR EXTENDED ‘SMART CAPACITY MANAGEMENT’ APPROACH

**PRIMARY DATA COLLECTION**
- Assessment questionnaire to be completed by the smart organisation by designating questions to SMEs with corresponding areas of expertise
- Maximum capacity is calculated based on primary data captured

**ANALYSE**
- The data points are then analysed to provide a categorised summary of constraints and the expected performance characteristic in each domain

**IDENTIFY GAPS**
- The key gaps are identified across different domains and the improvement potential is identified against each

**RECOMMEND**
- Smart capacity improvement recommendations are provided in the key areas based on industry standards

**ROADMAP**
- Capacity improvement programs based on business plans are identified and prioritised
- A detailed implementation plan is prepared

**SOLUTION OFFERINGS**
- Custom solution offerings are provided based on recommendation

**IMPLEMENT**
- Cognizant can own complete smart capacity improvement programs and implement end-to-end

BENEFITS

These are the key benefits of Smart Capacity Assessment:

1. Proactive identification of processes, IT systems and infrastructure capacity bottlenecks to support business plans for smart asset/meter rollout
2. Proactive identification of resource constraints to help businesses plan for resource ramp-up
3. Useful feedback on your ongoing planning, implementation, and progress measurement cycles of smart metering rollout and operations initiatives
4. Analysis of changes in capacity requirements over time by running the model periodically
5. Measurement of your improved effort against baseline performance.
Be proactive. Be Cognizant.

For more information on Cognizant’s Smart Capacity Assessment for Utilities, visit www.cognizant.com.

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