SMART METERING MATURITY ASSESSMENT FOR UTILITIES

Measure, Prioritise and Improve Smart Operations
Modern utilities are operating in a very challenging macro environment and are confronted by tough competition. With consumers becoming more discerning about the quality of services offered, utilities are continually seeking ways to distinguish themselves by providing superior customer experiences and minimal distortion in service. Utilities around the world are already adopting customer-centric smart metering models, allowing the customer more control over energy usage. Smart operation centers are being set up by utilities to manage the day-to-day business and technology operations of these smart meters. Utilities need a solution to assess the current maturity level of their smart metering operations, to identify operational and technology gaps and to devise solutions to fill these gaps.

**SMART METERING MATURITY MODEL**

Cognizant’s Smart Metering Operations Maturity Assessment Model is a unique tool that helps you identify your current smart metering operations capabilities and gain insight into the improvements required in each area. This will enable a better customer experience and improve your operational efficiency and profitability. The tool offers a quick self-guided assessment of your current capabilities in smart metering operations. It also benchmarks you against your peers and against industry standards, helping you identify gaps and providing recommendations, solutions offerings and a future implementation roadmap based on your current maturity index.
The assessment tool calculates maturity scores across seven domains – Technical Operations, Business Operations, Technology Solutions, Customer Experience, Governance, Regulatory & Compliance and Change Management - against five maturity levels. The overall maturity score helps you to identify the current maturity index, allowing you to identify areas for transformation and gauging the gap by employing efficient smart solutions. Five levels of maturity are defined in the model shown in the figure below.

COGNIZANT CONSULTING’S OFFERING FOR SMART METERING MATURITY ASSESSMENT

Cognizant’s domain experts can collect inputs to the model through primary research and compass surveys conducted across the organisation. The results obtained will be analysed to assess the maturity level of the organisation and identify gaps across each of the areas embedded in the model. Recommendations will be provided based on these need gaps across the defined areas. Cognizant can complement these with customised solution offerings to fill the gaps and to meet the requirements of each of the areas defined in the model. Cognizant can also provide a detailed roadmap to the smart meter rollout program and provide an end-to-end solution for the entire project’s implementation.

| ASSESS                                      | • Assessment questionnaire to be completed by the organisation by assigning models to managers with corresponding areas of expertise  
|                                              | • Maturity index score is calculated according to results obtained |
| ANALYZE                                     | • The obtained score is then analysed to provide a summary of the current maturity level and the expected characteristic in each domain. |
| IDENTIFY GAPS                               | • Gaps are identified across different domains and key areas are identified against each domain |
| RECOMMEND                                   | • Recommendations are provided in key areas identified, based on industry standards |
| SOLUTION OFFERINGS                          | • Custom solution offerings are provided based on key areas identified |
| ROADMAP                                     | • Programs based on organisational strategy are identified and prioritised  
|                                              | • Detailed implementation plan is prepared |
| IMPLEMENT                                   | • Cognizant can own complete smart grid transformation and implement identified programs end-to-end |
BENEFITS

Key benefits of Smart Metering Maturity Assessment:

1. Provides useful feedback on your ongoing planning, implementation, and progress measurement cycles of smart metering rollout and operations initiatives
2. Ensures readiness for ongoing regulatory changes and government mandates
3. Segmented analysis and comparison by factoring in size, type, geography, or other variables specific to your utility
4. Recommendations through pattern identification from smart metering maturity assessment results
5. Analysis of changes in maturity and performance over time by running the model periodically

Be proactive. Be Cognizant.

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

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