



POWEROBJECTS AND DYNAMICS 365:
TRANSFORMING ORGANIZATIONS IN THE UTILITIES INDUSTRY

Utility companies are undergoing multiple shifts in the way they do business. The energy economy is prioritizing environmental and sustainability goals while consumers demand new services to help with going green.

Not only do utility companies need to be keen on new services to provide consumers, but to stay competitive they also need to dramatically improve efficiency under their own roof and in the field.

Digital Transformation for the Utilities Industry

A truly effective digital transformation should address all the challenges above *and* enable continuous improvement in these areas:

 Mobility and Real-Time Access	 Process Business Intelligence	 Customer Service Delivery
<p>Organizations whose field techs are fully mobile and connected to the back office enjoy a 25% increase in technician productivity.</p>	<p>Improvements to first-time fix rates and reductions in inventory leakage translate to a 12-16% cost reduction.</p>	<p>With access to knowledge and customer history, organizations see a 13-17% increase in customer satisfaction.</p>

“ We’re using the Dynamics platform as the basis for new energy-saving software tools we’re building. All the information will flow into one system. That’s how we run our business now. We run our business through Dynamics. ”

GREG COLANDREA,
CIO AND CHIEF STRATEGY OFFICER

Cenergistic®
The Energy Conservation Company

FOUR PILLARS OF SUCCESS



100% focused on providing end-to-end **SERVICE** for Dynamics 365 with the power of Business Applications



Offering responsive and on-demand **SUPPORT** for Dynamics 365 and Business Applications



#1 Partner in the world for Dynamics 365 and Business Applications **EDUCATION** and training



Over 25 PowerPack **ADD-ONS** to enhance the functionality of Dynamics 365

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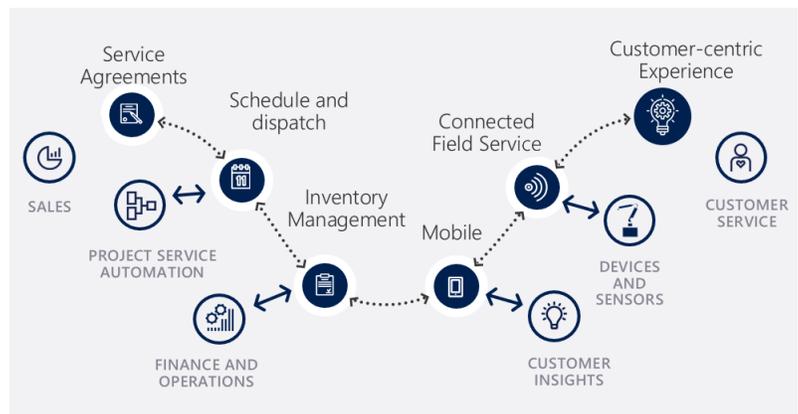
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Microsoft Dynamics 365 for Utilities

Imagine a 360-degree view of your customers in real-time. Whether you want to spin up new offers, streamline sales approvals, create a more self-service portal, or automate meter maintenance, Dynamics 365 is the holistic solution you’ve been looking for to help meet consumer demands

A digital transformation with Microsoft delivers the mobility and connectivity necessary for utility companies to increase workforce utilization, improve customer service, and make data-driven decisions that keep costs low.

Connected Field Service, a module within Dynamics 365 for Field Service, allows for IoT devices to monitor assets and communicate alerts to the back office, predicting issues before they happen.



Why Transform with PowerObjects?

Microsoft’s powerful platform and PowerObjects’ unique implementation approach set the stage for utilities to adapt to evolving customer demands for providing services in addition to power, while enhancing customer service, increasing workforce utilization, and improving overall decision-making capabilities. PowerObjects brings an unparalleled expertise on the platform and the industry to ensure technology is working the way it should for YOU. With Service, Support, Education, and Add-ons included in our offering, you are covered and rightly positioned to be successful. Our track record and close relationship with Microsoft puts you in the best hands for this transformative journey.