

**Business and technology expertise to help make and implement better data-driven decisions that positively impact your customers, your bottom line, and our planet.**



## We know utilities.

- Focused exclusively on utilities at all levels of the organization
- Industry-leading research, data science, and consulting capabilities
- Experience serving 500+ electric, gas, and water utilities
- 450+ expert resources
- 100% vendor neutral for an unbiased and reliable viewpoint
- Relationships with MBE- and WBE-certified businesses to ensure you meet supplier diversity goals

## Trusted by



**Our management consulting services feature expert advice and guidance in strategy, solution assessment, and implementation, including multiyear program management for new technology, grid reliability, and customer experience initiatives.**

## **Customer engagement**

- CX transformation/omni-channel/customer journeys
- Customer research and analytics
- Customer operations and service optimization
- Meter-to-cash solutions
- DSM and DER strategy

## **Operational excellence**

- Strategic asset management and enterprise asset performance
- Grid/GIS modernization
- Performance improvement and portfolio optimization
- DER management
- Enterprise field and asset management

## **Strategy, data, and transformation**

- Business, operations, and digitalization strategy and assessment
- Continuous improvement
- Business case development and benefits realization
- Energy transition planning and strategic alignment

## **Technology innovation and delivery**

- Program management and governance
- Business architecture and delivery assurance
- Organizational change management and communications
- Technology requirements, vendor selection, and contracting
- Data governance, lifecycle management, and KPIs