




wipro

Microsoft

Wipro Industry Innovation Experience for **Energy & Utilities**


Creating technology that powers the future



Today, global energy and utilities companies must balance making transformational shifts to meet sustainability goals with optimizing day-to-day operations. At the same time, they face barriers like inflation, high fuel costs, aging infrastructure, and supply-chain challenges. Other issues include extreme weather, cybersecurity threats, and shifting consumer expectations.

Our Industry Innovation Experience for Energy & Utilities, built on the Microsoft Cloud, offers five integrated digital solutions to enable organizations to work smarter to meet these unprecedented challenges. They're designed to help you realize the power of an efficient and more sustainable future.

The solutions

- **Wastewater Impact Management**
 - **Wipro Cognitive Energy Intelligence (CEI)**
 - **Utilities CX**
 - **Energy Data Centricity**
 - **Edgile + Wipro: CyberSecurity by CyberSecurists**
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Wastewater Impact Management

Protect public health and prevent community disruptions with AI-powered flood prevention

Sewage-management companies need a cost-effective way to stay ahead of flooding issues, protect public health, and remain compliant with health and safety regulatory requirements. Wipro Wastewater Impact Management, built on the Microsoft Cloud, is an AI-driven, end-to-end sewage-monitoring system that can predict blockages and flooding to help prevent community health hazards and disruptions.

Simple to install and maintain, it features industry-approved IoT sensors to better identify high-risk areas.

Wastewater Impact Management helps you:

- Better predict high-risk flooding zones based on network, historical trends, weather patterns, and other factors.
- Prevent flooding that can cause health hazards and pollution, so you can operate a sustainable system that protects wildlife and the environment.
- Align with health and safety regulatory requirements and environmental compliance to avoid stiff penalties.





FAQs about Wastewater Impact Management

Protect public health and prevent community disruptions with AI-powered flood prevention

How does it work?

Monitors can operate from -20°C to 70°C (-4°F to 158°F) and relay data via a secure NB-IoT platform. By capturing and storing data on the Microsoft Cloud, the system learns where blockages have occurred and how weather affects system levels. Leveraging this data and AI-driven insights, organizations can better predict how sewer systems will respond to adverse events.

What does the deployment process look like?

The most intensive part of the deployment is the monitor installation. After that, each monitor can be deployed in about 10 minutes, and the system can be configured wirelessly via a remote app. Integration and setup within a sewage-management system's platform infrastructure can take several weeks.



Wipro Cognitive Energy Intelligence (CEI)

Unify “behind-the-meter” data to empower providers and customers

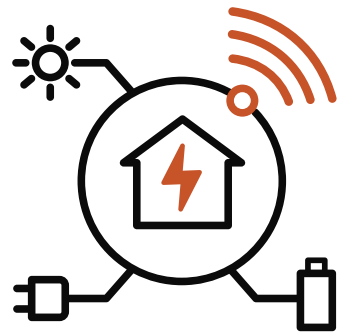
With an eye on energy efficiency and sustainability, consumers are increasingly investing in products like solar energy, battery storage, smart thermostats, and electric vehicles. Each product operates independently, without the ability for customers to accurately track total demand or understand detailed energy usage.

Wipro Cognitive Energy Intelligence (CEI), built on the Microsoft Cloud, is an AI-powered energy management platform that unifies data from many “behind-the-meter” products. This platform gives customers a holistic view of energy consumption, and utility companies a valuable tool (and source of revenue) that empowers customers to improve efficiency and reduce energy costs.



With Cognitive Energy Intelligence, you can:

- Leverage AI and machine learning to intelligently decide when to generate, store, consume, and monetize energy.
- Enable households and small businesses to control their energy usage and costs through near real-time visibility and seamless device integration.
- Provide personalized recommendations for services such as energy optimization, demand management, virtual power plants, and peer-to-peer trading.
- Meet individual energy conservation and cost-saving needs with advanced features powered by generative AI.
- Provide 24/7 monitoring and alerts via cloud-based device management.



FAQs about CEI

Unify “behind-the-meter” data to empower providers and customers

How does it work?

CEI unifies data from customers’ behind-the-meter sources through a gateway device that transmits real-time IoT data and energy production and usage onto the energy platform to optimize consumption.

CEI can operate independently and remotely to provide the most efficient combination of energy sources for both the utility company and the customer leveraging AI and machine learning.

What does the deployment process look like?

There’s a two-phase installation process:

1. Integrating the CEI platform within the energy providers’ infrastructure.
2. Then, once a customer has agreed to join the CEI platform, the utilities provider helps connect their meter with the gateway device to capture real-time data from all the behind-the-meter assets.



Utilities CX

Supercharge the customer experience with unified customer data

When customer-service teams don't have a consolidated customer view, it leads to longer resolution times that impact both the customer and employee experience. Wipro Utilities CX, built on the Microsoft Cloud, is a CRM (Customer Relationship Management) solution that unifies customer data from different sources to provide a 360-degree view of the customer.

Utilities CX gives customer-service agents the tools they need to improve decision-making, shorten response time, and deliver better service. Built on Microsoft Dynamics 365, tightly integrated with the utilities data model, and equipped with guided process flows, this solution enables a seamless transition from potential to valued customers.

Utilities CX empowers your customer-service team to:

- Deliver intuitive and data-driven customer engagement, with comprehensive data in one place.
- Boost productivity, reduce response times, and improve customer retention and satisfaction.
- Reduce your organization's carbon footprint by resolving more customer issues remotely.



FAQs about Utilities CX

Supercharge the customer experience with unified customer data

How does it work?

Utilities CX is built on Microsoft Dynamics 365 and uses a customer propensity model, enhancing predictive and preventive analytics to improve the customer experience. Wipro plans to expand with AI and machine-learning capabilities in the future to better predict and mitigate customer issues.

What does the deployment process look like?

Customers can be up and running within a few weeks:

1. First, the customer will procure the license for Microsoft Dynamics 365.
2. Then they can use a single admin portal to get the environment operational with a few clicks.
3. Finally, Wipro can support data-migration efforts from legacy systems.



Energy Data Centricity

Future-proof your business by unifying energy data in the cloud

Energy businesses have traditionally been constrained by application data silos and ever-growing data volumes, which has stifled their agility.

Wipro Energy Data Centricity services and capabilities help companies accelerate their adoption of the Microsoft Azure Data Manager for Energy, based on OSDU Data Platform standards. Energy businesses will unlock the value in their data, while laying the groundwork for the enterprise and the future in the Microsoft Cloud.



With Energy Data Centricity, you're able to:

- Drive enrichment in data strategy, governance, curation, and use cases with processes that help you organize in a spirit of data centricity.
- Incorporate best practices, leverage fine-tuned ingestion capabilities, and manage your data platform with a product mindset.
- Establish a foundation for sustainability agendas across areas like environmental reporting, carbon capture and storage, decarbonization, and the transition to new energies.



FAQs about Energy Data Centricity

Future-proof your business by unifying energy data in the cloud

How does it work?

Companies adopting OSDU Data Platform standards for storing data may choose to leverage Microsoft's Azure Data Manager (ADME) for Energy. Companies choosing this path are on a journey of data centricity and value realization. Wipro can help them accelerate adoption of ADME and unlock the value of their data assets, through a framework of Energy Data Centricity services.

What are the services offered by Wipro through Energy Data Centricity?

Wipro brings deep techno-functional practitioners and data specialists to provide end-to-end services around data, to help companies monetize and gain insights from their data assets. This includes (but is not limited to):

- **Strategies** for driving inter-operability between information architecture, users, workflows, data and partner relationships in an evolving roadmap
- **Governance** for executing strategies with the right policies, standards and processes
- **Curation** for organizing, enriching and ingesting data into platforms, and - the delivery of **Use Cases** by facilitating innovation efforts



Edgile + Wipro: CyberSecurity by CyberSecurists

Modernize with holistic cybersecurity defense and risk management

Energy and utilities leaders are navigating the biggest industry shifts since the advent of the power grid. As big data and AI bring new insights, existing security programs need to be updated to secure access to disparate systems and ensure data integrity. This update is especially important in light of increasingly sophisticated cybersecurity threats that can exploit the AI transformation. Edgile, a Wipro company, offers end-to-end enterprise security services designed to secure the environment and help you optimize security costs and operations.

Governments advise these organizations to secure their networks using Zero Trust principles. Edgile specializes in developing and implementing Zero Trust transformation strategies with a data-integrity focus for highly regulated industries.

Using a strategy-first approach, we help clients:

- Develop an enterprise-level strategic approach to Zero Trust addressed in NIST-800-207, presidential memoranda, and CISA/NSA guidance for critical infrastructure.
- Establish a baseline current state across the digital estate including IoT and other sensors.
- Identify gaps and leverage a risk-based approach to prioritize actions.
- Use pre-packaged Quick Starts to address the most critical near-term findings.





FAQs about Edgile

Modernize with holistic cybersecurity defense and risk management

How does it work?

Edgile offers custom consulting services for the energy and utilities sector, based on where customers are in their security journey. OT and IoT frameworks and architecture are at the core of several Edgile services, in alignment with Wipro's cybersecurity and risk services. Edgile's enterprise security services are built with Microsoft 365 licenses and tools, enhancing their security and compliance capabilities.

What does the deployment process look like?

Initial engagements are completed in as little as eight weeks and will establish the framework and roadmap for secure modernization. The process can take anywhere from 12 to 18 months, depending on the security solutions a company may already have in place. Finding the right mix of solutions starts with an on-site or remote assessment.

These solutions are just the beginning of how Wipro is innovating on the Microsoft Cloud to transform energy and utility services. With the tools and knowledge to inspire what's next, we can partner with you to customize new solutions and empower your organization to thrive.

Let's innovate together.

Please reach out to get started: **Contact Us**

