



Introducing the 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 challenges like inflation, high fuel costs, aging infrastructure, and supply-chain issues. And those are compounded by extreme weather, cybersecurity threats, and shifting consumer expectations.

Our Industry Innovation Experience for Energy & Utilities, built on the Microsoft Cloud, offers digital solutions that enable organizations to work smarter to tackle these unprecedented challenges. They also empower them to optimize operations and meet their sustainability goals.

THE SOLUTIONS

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.

- 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.



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, 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.

- 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.

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 and information they need to 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 between potential and valued customers.

- 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, reducing the transportation and other resources needed to inspect issues in person.



Energy Data Centricity

Future-proof your business by unifying 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 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.

- 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.

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.

- 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.



a wipro company

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](#)