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Spring 2018

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Mario Bauer, TMG Consulting

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Get Ready for an AI-First Driven World

Vikram Takru, KloudGin

How can utilities Get Ready for an AI-First Driven World

Transforming their business models, user adoption, operational efficiency, safety, and customer experience

What is AI? Will it Replace Utility Jobs?

There is a frequent misconception that AI technology is made to replace humans and automate every aspect of our lives. In reality, AI technology's sole purpose is to augment our lives and amplify our daily skills and capabilities.

Let me relate this to a personal anecdote. For the past 20+ years, we have had a bedside alarm clock, which we trust for waking us up every morning. However, whenever my spouse had to change the default alarm, she used to hand it over to me, as it appeared to be a daunting task. Even as an engineer, I found it frustrating to change manually. However, I was an early adopter of Alexa and, as of last year, I have never set an alarm. My wife now sets the alarm by interacting with Alexa vocally. This shows how AI has transformed a somewhat frustrating situation into one which is manageable, using a highly sophisticated Cloud & AI platform behind the scenes.

Root of All Problems?

One of the single biggest issues that plagues utilities today is **user adoption** which is directly related to operational efficiency, safety, customer experience, reduced costs to consumers, security, and transformation to different revenue models. All enterprise systems have been designed by engineers and are unfortunately extremely frustrating to use by majority of individuals. In order to use an enterprise system, you need to be trained to navigate the maze of tricks and then remember the path you took to get there.

Now, imagine the plight of Field Crew trying to traverse through these systems while working in snow and adverse conditions to repair an outage. In order to answer key business questions, C-level executives and supervisors have to spend hours in similar frustration. Additionally, one must consider the customers who are trying to navigate the complex customer care sites, who utilities cannot even train in the manner that they would their own internal employees. To describe the user's experience in one word, it would be "**horrific.**" These users have experienced Alexa and Uber – and will likely demand the similar experience.

Data is the New Oil

There is an exponential growth of data in recent years; more than 80% of it is being created in an unstructured manner. For example, we have GPS data every 2 seconds coming in from crews, equipment, and scada IoT devices, all adding billions of data points. Utilities of the future can enhance the information embedded in their data to radically transform their business models, how they serve their constituents, and increase safety and efficiency.

How KloudGin can help Utilities for AI-First World?

KloudGin delivers an Artificial Intelligence-based mobile field service, asset, and inventory management solution running on AWS. Through a single application, KloudGin connects your customers, crews, back office, partners, and equipment in real-time, from any device, online or offline.

About the Author



Vikram Takru,
Founder & CEO, KloudGin

Vikram is an industry thought leader with two successful exits and more than 27 years of Enterprise software experience. Prior to KloudGin, Vikram was Senior Director at Oracle's R&D Division and led products in the ERP & Business Intelligence space.



Meet TMG Consulting

We are a consulting and research group that provides expert guidance in the evaluation, selection, implementation, support, modernization, and management of utility enterprise IT and edge systems.

Cross-trained in strategy, management, operations, and technology, our consultants and researchers are known for their future-proofing approach to opportunities and challenges and commitment to long-term partnerships. Since 1992, we have provided guidance to more than 275 utilities of all types and sizes.

Core Four

With the mission to de-risk strategic decisions and optimize IT investments, TMG offers four primary service lines.



Advisory Services

Application Planning, Business Case Development, and Procurement



Client-side Professional Services

Implementation Leadership, Quality Assurance, and Project Staffing



Managed Services

IT System Stabilization, On-going Maintenance, and Upgrade Support



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Industry and Cross-Industry Custom Research, and Published Reports

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2018 CIS Modernization Drivers

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