

Utility Retail Platform

Accelerating high-value utility product delivery

The utility sector gets more competitive every day. Only digital transformation can ensure that the skills and processes used in utility retail operations can meet the expectations of ever-more demanding and connected customers.

How can utilities ensure they are equipped to respond rapidly and reliably to market opportunities? How can they make digital transformation a point of sustained competitive advantage in increasingly deregulated markets?

Atos responds with its Utility Retail Platform, a digital transformation suite designed specifically for utility retail operations and built on over twenty years' specialist sector expertise. The Atos platform enables forward-thinking utility companies to develop and deliver new high-value products and services rapidly and confidently.



Beyond IT

The Utility Retail Platform provides a highly structured set of tools and functions for effective and agile commercial engagement. It spans two hundred retail processes and supports one thousand activities and functions. With this logical and modular approach, retailers can rapidly and reliably develop new product offerings. The Atos platform ensures that new propositions are automatically integrated with account management, sales and billing systems.

The platform spans both customer-facing and back-end systems, minimizing the need for additional integration and software re-engineering. The platform uses the highest degree of process standardization, derived from recognized industry benchmarks.

This translates directly into business benefit: time-to-market is typically reduced by as much as 50%, while allowing the highest degree of agility and personalization.

Offerings developed on the platform are also device independent, allowing utility customers to access products and services over any mobile device.

“With the Atos Utility Retail Platform, utility companies can halve time-to-market for new high-value products and services.”

Rapid and hassle-free adoption

With its Utility Retail Platform, Atos has paid particular attention to the ease and efficiency of adoption. As with any IT-based project, implementation is critical in ensuring on-time delivery, business gain and return on investment.

Atos has established standardized adoption processes. These benefit from a deep understanding of business and technology risk, gained through years of experience with leading utility companies. These processes cover both implementation and start-up and ongoing management of the retail platform:

- Implementation and start-up: these processes contribute directly into commercial benefit for the utility. Risks are minimized thanks to the fact that the Utility Retail Platform is designed to satisfy the commercial practices of the sector.
- Ongoing management: Atos provision of ongoing management services extends beyond the purely technical: cost-containment, quality-of-service and long-term evolution are driven by business not technical requirements. With an industrialized approach to application management, Atos ensures that the platform continues to deliver exceptional standards of service while keeping IT costs under strict control.

Data migration

When adopting the Utility Retail Platform, most utility companies will need to manage large-scale and often complex data migration. With its focus on standardized processes, the Atos platform pays particular attention to speed and integrity of all associated data migration. We have an international competence center dedicated to utility data migration and committed to ensuring those who adopt the Atos platform are able to minimize the time, cost and risk of heritage data transfer.

Regulatory compliance

In offering the platform to utility companies worldwide, Atos will ensure that due attention is paid to both national and international regulation. The highly-modular design of the platform simplifies analysis for regulatory and compliance purposes, and places considerable emphasis on the speed and transparency required for automated reporting. Local Atos utility consultants are on hand to provide necessary guidance on compliance issues.

Change management

As utilities embrace digital transformation, so they need to reimagine working practice and organization. The Utility Retail Platform is particularly well-suited to meeting this need for organizational change. This is thanks, in part, to the importance we attach to use-cases. With a repository of some 1,500 use-cases available, fully supported with multi-media documentation, the platform makes an active contribution to organizational innovation. Examples will accelerate not only advances in the utility's own workforce behavior, but also prompt proactive improvement in customer engagement.

SAP S/4HANA

In driving digital transformation, the Utility Retail Platform exploits SAP next generation solutions and S/4HANA's exceptional ability to support the real-time and mobile enterprise. As a long-term Global Partner to SAP, Atos is an end-to-end service provider for SAP services, creating genuine and differentiating business advantage. This close relationship with SAP adds particular value for utility clients with regard to seamless application management and evolution.

Hardware and infrastructure

Atos offers real choice in terms of the architecture and hardware which support the Utility Retail Platform. SAP HANA is core to the architecture, but the implementation can be readily designed to suit the preference and practice of the individual utility.

Atos can easily integrate this platform in the existing landscape of the customer and will enable AI/ML for further intelligence.

Atos can provide full hosting on our own Bullion/ Sequana computing environment, offering delivery via private, public or hybrid models.

Why choose the Atos Utility Retail Platform?

Every utility company understands the urgency of digital transformation. This is particularly keenly felt in all areas of business development and customer engagement. In a world of deregulated services, distributed grids, and local renewables, utilities must learn how to offer high-value and increasingly personalized client service.

Such ambitions can only be realized with a development and delivery platform to match. The Atos Utility Retail Platform is the ideal launch point for a more agile, responsive and profitable future of innovative and mutually rewarding customer engagement.

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