OpenText Information Management for Utilities

Information reimagined to elevate human potential and safely deliver essential and sustainable services to your communities

Benefits

- Create a foundation of trusted information for operational excellence
- Unify information with autonomous cloud for safety and compliance
- Leverage AI, security to scale digital twins and execution
- Connect knowledge with action to spur digital transformation

94% of power and utility CIOs plan to increase their AI investments in 2025, with an average spending increase of 38.3%.[1]

Utilities face challenges in a dynamic market shaped by a shifting energy mix, AI-driven energy consumption, and off-grid adoption. These trends push for operational excellence through cost optimization, regulatory compliance, and improved customer satisfaction. With fluctuating demand from changing usage patterns, elevating human potential across departments is key. By 2035, AI will transform all utility jobs. Additionally, cloud, security, and AI technologies converge to ensure safe, reliable, cost-effective, and sustainable energy and water delivery to communities.

1 Gartner, Gartner Predicts AI Adoption in 40% of Power and Utilities Control Rooms by 2027, 2025

Create a foundation of trusted information for operational excellence

Trusted information, governed across large datasets, is the backbone of operational excellence in utilities. Robust information governance ensures accuracy and accessibility, enabling informed decisions and efficient execution across all departments.

Information + Human Action = Business Outcomes, with management underpinning all components, elevating utilities to achieve optimal performance. By addressing common challenges like data silos, manual processes, and information overload, utilities leverage trusted information to drive efficiency, reliability, sustainability, and improve customer satisfaction.

Unify information with autonomous cloud for safety and compliance

In a multicloud world, utilities use autonomous clouds to unify data, enhancing safety and compliance while reducing human error. Managing complex IT across thousands of apps needs an end-to-end view. AI-driven asset discovery, observability, and XDR security ensure real-time insights and threat protection. Automated workflows, fin-ops, and green ops optimize costs and sustainability. AI assistants streamline services, ensuring trusted, compliant operations.

Leverage AI, security to scale digital twins and execution

AI-powered digital twins enable utilities to create digital representations of physical assets, business processes, and entire operations. A digital twin is not a single application, but an information architecture rooted in superior information management. They support diverse use cases, from predictive maintenance, intelligent assistants, and enabling time-of-use pricing. Effective AI demands exceptional information management, ensuring trusted, autonomous, and secure data. Enterprise-grade security, including encryption and access controls, safeguards these digital ecosystems to enhance operational efficiency, reliability, and sustainable energy delivery.

Connect knowledge with action to spur digital transformation

Utilities drive digital transformation by connecting knowledge with action. Trusted, governed data empowers teams to make informed decisions, bridging insights and execution. Trusted information, autonomous cloud, and AI combined with security embedded everywhere turns information into actionable strategy, optimizing operations and customer service. By breaking down silos and fostering collaboration, utilities enhance efficiency, compliance, and sustainability, accelerating innovation.

Why OpenText for Utilities

OpenText serves hundreds of utilities across the world, including 24 of the top 25 by market cap. We power and protect information to give utilities an information advantage. We sit at the sit at the center of connected ecosystems, the internet of clouds, and play a critical role as utilities adopt cloud, security, and AI. Our information management solutions connect knowledge with action to spur innovation and growth for utilities.

Resources

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Information Management for Utilities

Reimagine knowledge with AI-ready content management solutions
OpenText Content Cloud ›

Connect once, reach anything a secure B2B integration platform
OpenText Business Network Cloud ›

Reimagine conversations with unforgettable customer experiences
OpenText Experience Cloud ›

Predict, act, and win with real-time analytics on a smarter data platform
OpenText Analytics Cloud ›

Defend with precision, secure with confidence
OpenText Cybersecurity Cloud ›

Cut the cost and complexity of IT Operations
OpenText Observability and Service Management Cloud ›

Build better software-faster-with AI driven DevOps automation, testing, and quality
OpenText DevOps Cloud ›

Build custom applications using proven OpenText Information Management technology
OpenText Thrust ›

Work securely anywhere, anytime, on any device
OpenText Portfolio ›

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