

INDUSTRY OVERVIEW

OpenText Utilities solutions

Optimize asset maintenance and manage critical information and operations with Utilities industry solutions from OpenText



Create a foundation for operational excellence



Unify business processes and secure information



Balance supply and demand



Leverage data for meaningful insight and customer experiences

Electricity, Gas and Water Utilities companies face challenges in an increasingly competitive and highly regulated market. The rise of renewable energy combined with customers moving off the grid creates pressure to improve operational excellence by effectively managing costs. Companies involved in mergers and acquisitions need to consolidate operational systems and produce economies of scale and business efficiency. To balance supply and demand, companies need greater insight into customer usage patterns. In addition, there is a push to enhance customer engagement and deliver more focused and personalized products and services.

Create a foundation for operational excellence

Utility companies must achieve excellence across all aspects of operations, not just in how they manage assets but by quickly responding to changing customer demand and market conditions.

By optimizing operational asset data, automating workflows for production operations and maintenance and leveraging end-to-end engineering data management, OpenText Utilities solutions help maximize asset lifespans and reduce risk across the lifecycle of projects to deliver desired cost savings.

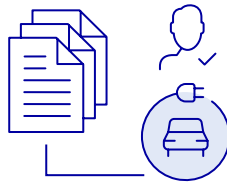
"As forces of change in the power and utilities sector accelerate, utilities are tapping new technologies to serve increasingly sophisticated customers and improve operational efficiencies."

Deloitte, 2019 power and utilities industry outlook

Unify business processes and secure information

Organizations face intense pressure to run large-scale operating assets efficiently and without interruption. OpenText Utilities solutions break down information silos and align processes to help companies better manage engineering activities and deliverables, integrate suppliers and vendors and securely share relevant information to reduce the risk of project delays.

Success story



Salt River Project provides water and electricity to more than one million customers in the Phoenix metropolitan area. The company previously relied on various data repositories in disparate legacy systems, creating labor-intensive compliance processes and a need for a single source of truth for all documents. By deploying OpenText™ Extended ECM for SAP® Solutions and OpenText™ Content Suite, Salt River Project connects enterprise content and applications to use information to boost customer service, improve safety in the field and reduce costs.

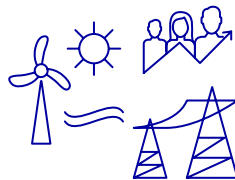
Balance supply and demand

Anticipating and understanding usage demand patterns is critical to managing capacity and demand to achieve desired economies of scale and business efficiencies. OpenText Utilities solutions help companies gain insight from engineering data, collect information from field assets for analysis and automate workflows for more efficient asset operations.

Leverage data for meaningful insight and customer experiences

Engagement throughout the customer journey is required to drive revenue through increased customer retention and loyalty. OpenText Utilities solutions help companies turn data into insight to better predict buying trends, guide new service offerings and deliver personalized customer experiences. By augmenting traditional data management with AI-powered analytics, companies collect information from field assets for improved visibility and accelerate operations with data discovery, machine learning and data visualization.

Success story



Puget Sound Energy, the largest utility in the Northwestern United States, invests in renewable energy such as wind and solar to provide cleaner energy choices for its customers. The company wanted to integrate content management onto a single platform and optimize document production to improve customer engagement and communications. With OpenText enterprise content management, the company has eliminated data silos, enabling instant data retrieval and modernized billing options.

OpenText stands apart

Hundreds of Utilities companies across the globe use OpenText technology for enterprise content management, asset operations and maintenance, big data analytics and artificial intelligence.

OpenText provides a fully integrated suite of Utilities industry solutions designed to manage engineering content from capital-project creation through handover and commissioning to asset operations and maintenance management integration.

Utilities solutions

Manage engineering documents, from projects to handover to asset management and maintenance

OpenText™ Extended ECM for Engineering

Simplify the sharing, collaboration and transmission of project deliverables with suppliers

OpenText™ Core for Supplier Exchange

Develop personalized, consistent, compliant customer communications

OpenText™ Exstream™

Manage creation, review and approval of engineering documents, from projects to handover to assessment

OpenText™ Documentum™ for Asset Operations

Collect and analyze engineering and machine data to gain insight

OpenText™ Magellan™

Facilitate efficient, secure and compliant B2B exchanges

OpenText™ Business Network

Accelerate creation, review and approval of project documentation with a SaaS-based public cloud solution

OpenText™ Core for Capital Projects

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About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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