

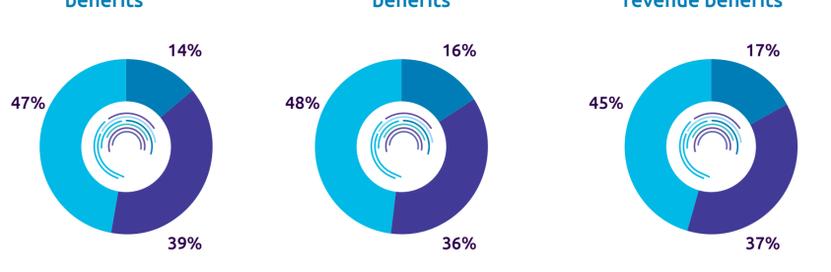
# Intelligent Automation in Energy and Utilities

## The next digital wave

### Global Automation Research Series: Energy and Utilities

Intelligent automation offers significant value to the sector, and its worth has been underestimated

#### Intelligent automation benefits – expected against actual achieved



Source: Capgemini Research Institute Intelligent Automation in Energy and Utilities Survey, February 2019, N=529 executives from energy and utilities organizations that are experimenting with or implementing intelligent automation initiatives.

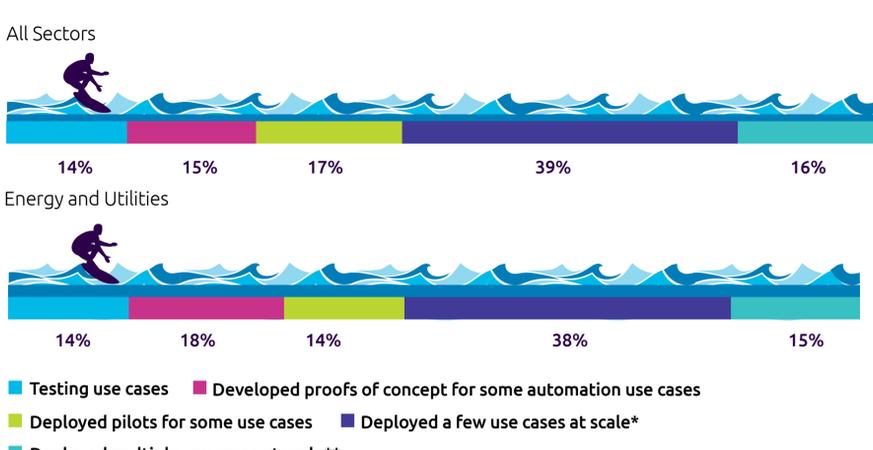
Intelligent automation can drive significant cost savings across the energy and utilities sector

The energy and utilities sector could experience **\$237 to \$813 billion of cost savings** if it were to implement intelligent automation in its target processes at scale

Energy and utilities organizations have only scratched the surface of intelligent automation

Only 15% of the energy and utilities organizations experimenting with or implementing intelligent automation have deployed multiple automation use cases at scale

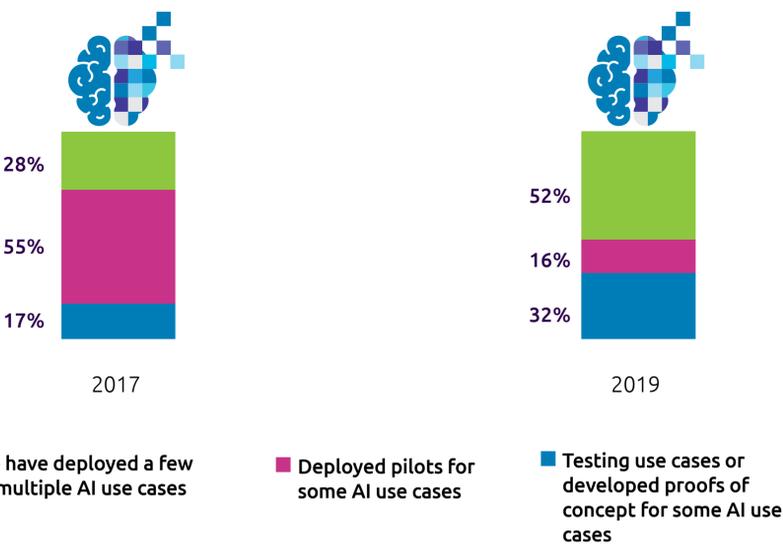
#### Current level of intelligent automation deployment among organizations experimenting with or implementing intelligent automation, 2019



Source: Capgemini Research Institute Intelligent Automation Use Case Survey, July 2018, N=705 executives from global organizations that are experimenting with or implementing intelligent automation initiatives; Capgemini Research Institute Intelligent Automation in Energy and Utilities Survey, February 2019, N=529 executives from energy and utilities organizations that are experimenting with or implementing intelligent automation initiatives.  
 \*A few use cases at scale are defined as intelligent automation initiatives deployed at a single/a few geographies or selected business processes.  
 \*\*Multiple use cases at scale are defined as intelligent automation initiatives deployed across multiple processes and across the breadth of the countries the company operates in.

Artificial Intelligence is on the rise in the energy and utilities sector

#### Maturity of artificial intelligence among energy and utilities organizations experimenting with or implementing artificial intelligence, 2017 vs. 2019



Source: Capgemini Research Institute State of AI survey, June 2017, N=121 executives from energy and utilities companies that are implementing AI; Capgemini Research Institute Intelligent Automation in Energy and Utilities Survey, February 2019, N=373 executives from energy and utilities organizations that are experimenting with or implementing AI initiatives

Organizations are missing a big opportunity by ignoring high-impact use cases

- Within core functions, **over a third (38%)** of organizations are focusing on low-complexity and low-benefit use cases.
- In support functions, **nearly half (46%)** of organizations are tackling the most complex support function use cases.

#### Quick wins in core functions



#### Quick wins in support functions



The road to intelligent automation at scale



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