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Leading the energy transition on Oracle Cloud



Taking charge. Accelerating toward net zero. Expanding beyond utilities.

From the way we commute and work, to the structure of investments, the energy transition to a net-zero carbon emissions world is changing everything—and offering rewards to organizations leading the charge. Today's utilities industry is challenged to reduce its overall climate impact, in light of sweeping regulatory changes, and embrace opportunities to help build a more sustainable future.

Utilities must evolve to operate within the complex interactions of a new value chain. To deliver sustainable value and remain relevant, industry leaders are not only investing in energy-efficient upgrades and clean and renewable energy sources, like solar, water and wind, they are also expanding beyond industry lines.



A make-or-break moment for utilities

Climate change is forcing the hand of businesses across every market sector to evolve their energy strategies with affordable, sustainable solutions. And utilities are emerging as the key to success for business and community. At the same time, these utilities are dealing with an influx of diverse energy providers in the market. Therefore, now is the perfect time to reimagine the utilities journey to a sustainable future in the cloud.

The rewards of doing so are significant. By leveraging the power of data, utilities can achieve a seamless linkage across operations, bridging process and data gaps between finance, assets and operations in key areas. For example, digital interactions can leverage the power of the cloud and machine learning to combine artificial intelligence (AI) virtual agents and agent assist with a data-driven approach. And data-driven technologies can help utilities more easily manage electronic data interchange for the deregulated market. Using tools such as **Oracle Autonomous Database** facilitates transaction processing based on data exchanged between companies.

Managing a twin transformation to net zero

Utilities that manage the **twin transformation of integrating both digital and sustainable solutions** into their core businesses will be at the forefront of the energy transition to net zero. In fact, such utilities may be the only ones to survive the market transformation that's currently being driven by new customer expectations and the entry of a significant number of disruptive offerings and service providers into the market. By evolving as a platform for electrification beyond utilities, these companies will be in the best position to deliver value to their customers, employees and shareholders.



Transformative solutions – together

Through close collaboration spanning more than three decades, **Accenture and Oracle** have built a **powerful framework for joint innovation and solution delivery**. Combining Accenture's deep technical skills, industry experience and functional business knowledge with Oracle Cloud technology for continuous solution innovation, we can help utilities clients transform how they do business in the world. Together, we can create a brighter, more sustainable future with positive impacts for our economy, society and the planet as a whole.

74% of energy providers believe that **customers are turning away** from large utilities toward new, **more innovative players**. To retain market share and survive over the long term, energy providers must keep innovating, diversifying and developing world-leading customer experiences.¹

¹ "Transition on Demand," Accenture, February 15, 2022, <https://www.accenture.com/us-en/insights/utilities/new-energy-transition-demand>



Becoming Utilities+ in the era of electrification

In this era of electrification, utilities are at the center of an accelerating industry convergence. They are uniquely positioned to take charge and play a more central role on the path to net zero, but they'll need to develop a broader, more diverse set of business capabilities and relationships to gain entry to new industry sectors—**an evolution that Accenture expresses as the concept of Utilities+.**

The lure of new possibilities has attracted industries, such as automotive with the creation of electric vehicles as well as government and tech companies with the creation of smart cities. Meanwhile, oil and gas companies are setting up subsidiaries to diversify their customer offerings across the energy landscape.

In addition to playing a central role in the decarbonization of industrial clusters and other hard-to-abate sectors, water utilities are also transforming to deliver on the goal of net-zero water.

Accenture research shows that, by 2050, electricity will more than triple its current share of the energy mix, triggered by businesses in every market digitalizing their operations and assets.² This electrification era will pull utilities outside their previous scopes—driving them to embrace Utilities+.

² "Taking Charge: Empowering Utilities and energy service providers to lead the change," Accenture, 2021, https://www.accenture.com/_acnmedia/PDF-155/Accenture-Taking-Charge-Industry-Narrative-for-Utilities.pdf



The future of energy drives sustainability

As industry lines blur, utilities can help drive sustainability by investing in energy networks of the future, reducing their IT carbon footprint, modernizing their operations, and enabling operators to efficiently integrate renewables and distributed energy resources (DERs) to the power grid.

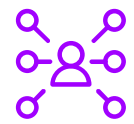
Distributed energy resources (DERs) are small electrical generation and storage devices that can be used to provide electricity when and where needed. Often decentralized and located close to the loads they serve, DERs can include physical or virtual assets, such as solar arrays, natural gas generators, turbines, battery storage systems and even electric vehicles.

Oracle **Distributed Energy Resource Management System (DERMS)** helps optimize the use of DERs for economic, environmental and grid benefits. With Oracle Utilities DERMS, our client organizations can model, monitor and manage all types of DERs, including customer and third-party resources.

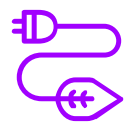
Accelerating the path to value

By leveraging **Accenture myConcerto for Oracle**, our insight-driven, digitally integrated platform for enterprise transformation, we can help utilities accelerate the path to value. Accenture's enhanced solution offerings delivered on **Oracle Cloud Infrastructure (OCI)** are powered by a suite of products designed to support the energy transition. These offerings include a comprehensive set of solution delivery tools and accelerators for enabling a **utilities-specific ecosystem** to flourish through innovation.

Our offerings apply client-specific use cases from Accenture with technology from Oracle so utility companies can:



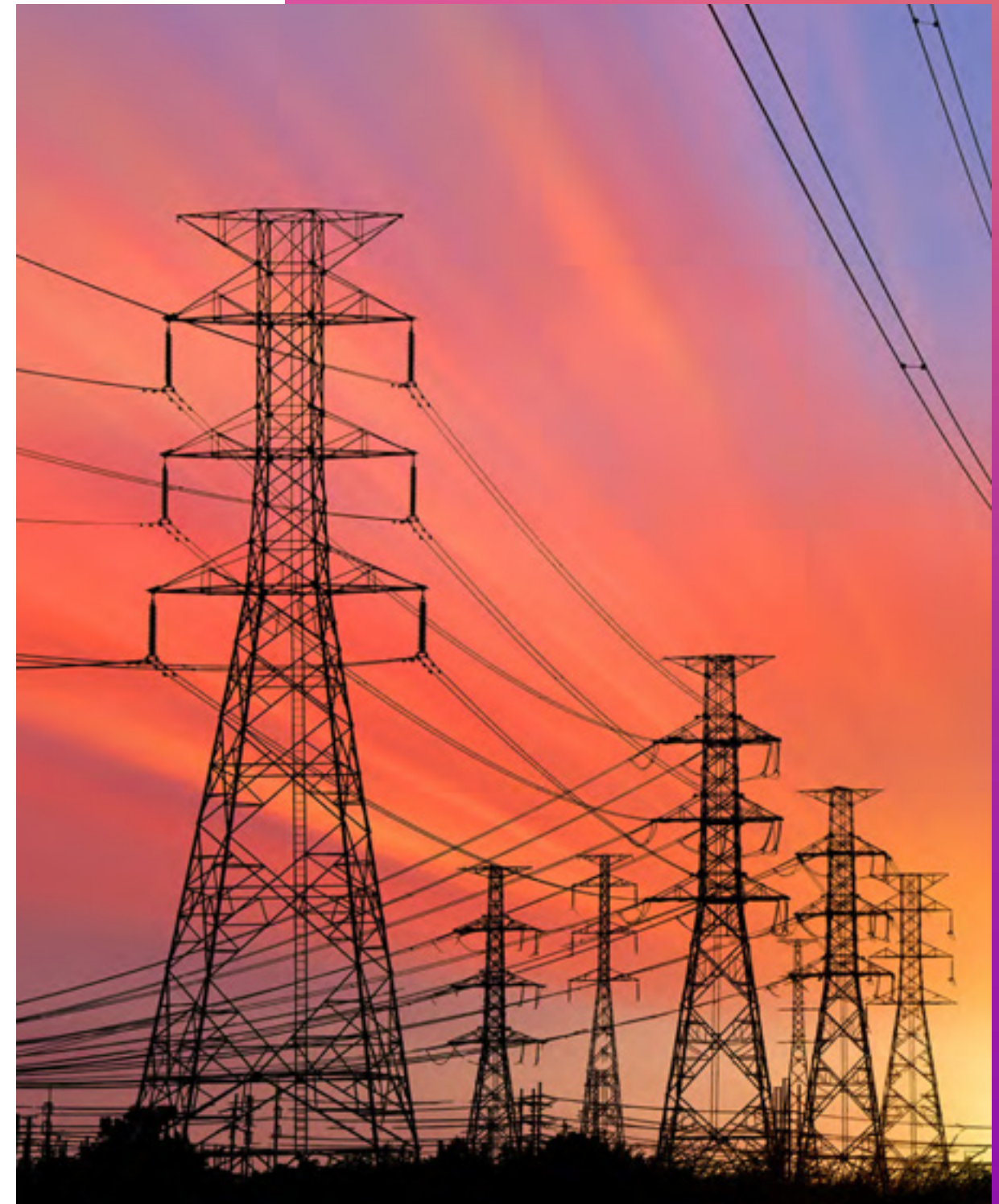
Create a customer-driven business. Apply a customer-driven business approach and modernize the end-user experience, improving engagement across preferred channels to realize incremental value.



Lead the energy transition. Step to the forefront of the energy transition to enable a sustainable future and leverage emerging business value pools, generating new revenue and reducing costs across the utilities industry value chain.



Evolve into a modern enterprise. Bring together the major technology capabilities needed to transform into a modern, connected enterprise and take advantage of new business models.





Powering a twin transformation

By powering their twin transformations on Oracle Cloud, utilities can effectively steer the global shift to sustainable energy solutions and deliver modern, connected customer experiences to successfully compete well into the future. Digitalization is key to improving customer interactions, enabling a data-driven approach with the use of AI to more accurately and quickly analyze data, address issues and predict outcomes.

Today's complex utilities challenges require solutions that:

- Comply with ever-changing regulatory requirements.
- Progress economic, societal and environmental sustainability goals.
- Expand business capabilities and relationships beyond traditional utilities.
- Develop bundled solutions to compete with new market players.
- Invest in energy networks of the future, made up of clean and renewable sources.
- Reduce their IT carbon footprint and modernize operations.
- Integrate renewables and DERs efficiently to the grid.
- Reduce the risk of cybersecurity threats to the grid.

Delivering end-to-end value with Accenture and Oracle solutions

Oracle Energy and Water enables a unified technology platform, delivering automated and secure solutions from end to end. **Accenture's transformation-as-a-service model for the utilities industry** enables a full migration to Oracle Cloud. We can deliver on the value of Oracle's fully integrated suite of solution modules and services, helping you analyze opportunities across the enterprise for:



Customer experience



Enterprise performance management



Enterprise resource planning



Financial management



Human capital management



Supply chain management



Cloud technologies



Start your twin transformation

With Accenture digital and sustainable solutions for utilities, powered by Oracle's continuous technology innovation, clients can transform how they do business in the world—and emerge stronger, more agile, and ready to seize new growth opportunities and competitive advantage.

Learn more about how **Accenture** and **Oracle Energy and Water** solutions can help power your organization for a brighter, sustainable future.



Sustainability at the core of every business

At Accenture, we believe that sustainability needs to be at the core of every business. In line with the United Nations' Sustainable Development Goals, we define sustainability broadly to include environmental, social and governance (ESG) issues, from transitioning to a zero-carbon economy to human rights to inclusion and diversity. In fact, we have made sustainability one of our greatest responsibilities, not because it's the right thing to do, but because it's one of the most powerful forces for change in our generation.

That's why we work to embed sustainability into everything we do, with everyone we work with, creating both business value and sustainable impact, enabled by technology and human ingenuity. Our approach includes making ambitious commitments that align with climate science and taking meaningful actions to reduce our environmental footprint, which helps to decrease our impact on our clients' emissions.

In addition, we work with our clients from strategy through execution to tackle their greatest sustainability challenges by reinventing their businesses at scale. And we encourage our suppliers and our people to take eco-positive actions, embed sustainability into all our products and services, and operate as an ethical business—helping to create a more sustainable world for all.

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About Oracle

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