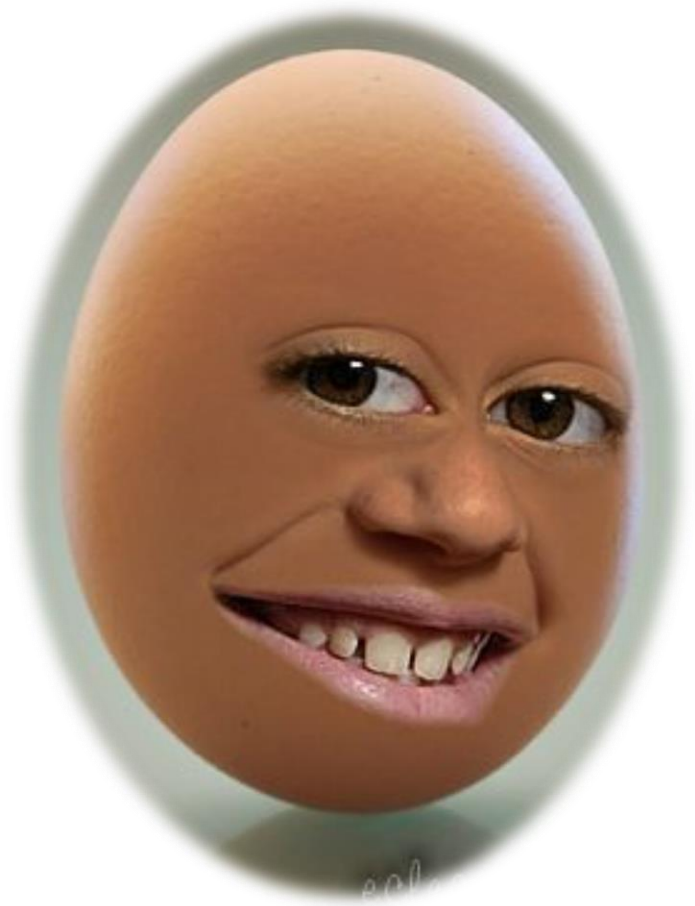


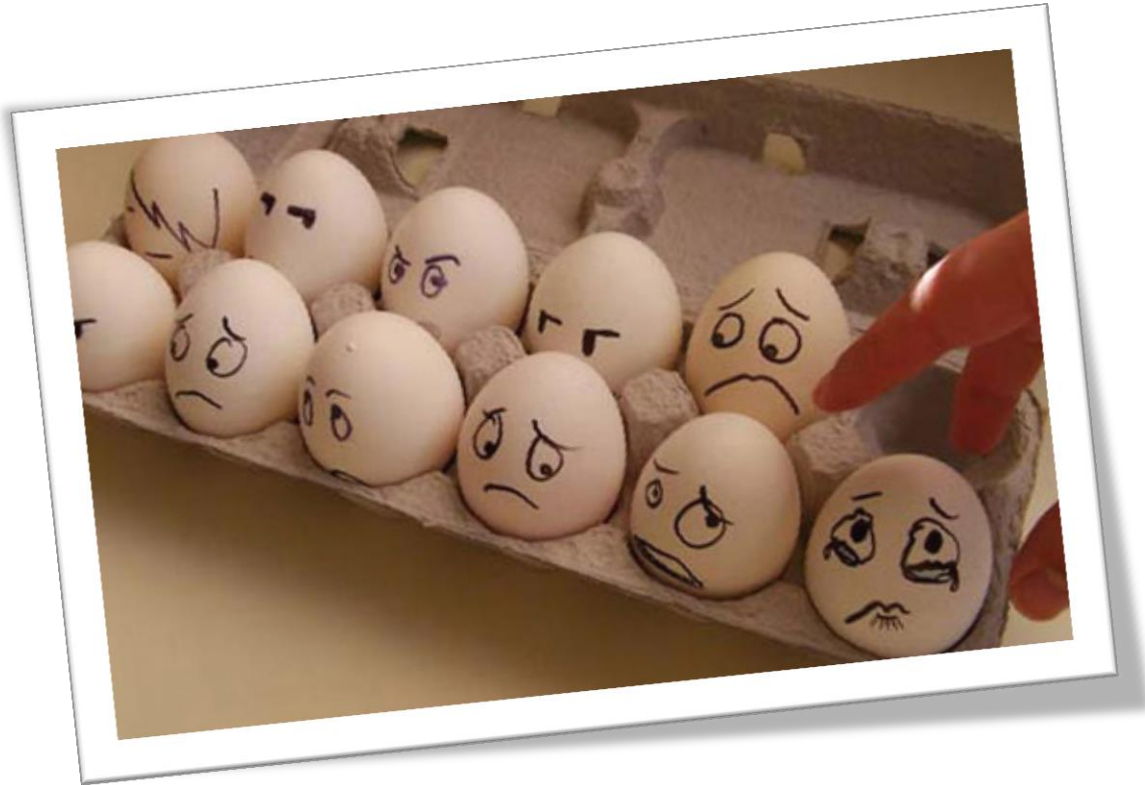
**Double Wahala.....**



In the  
beginning....



The profit  
motive tickled



But .....



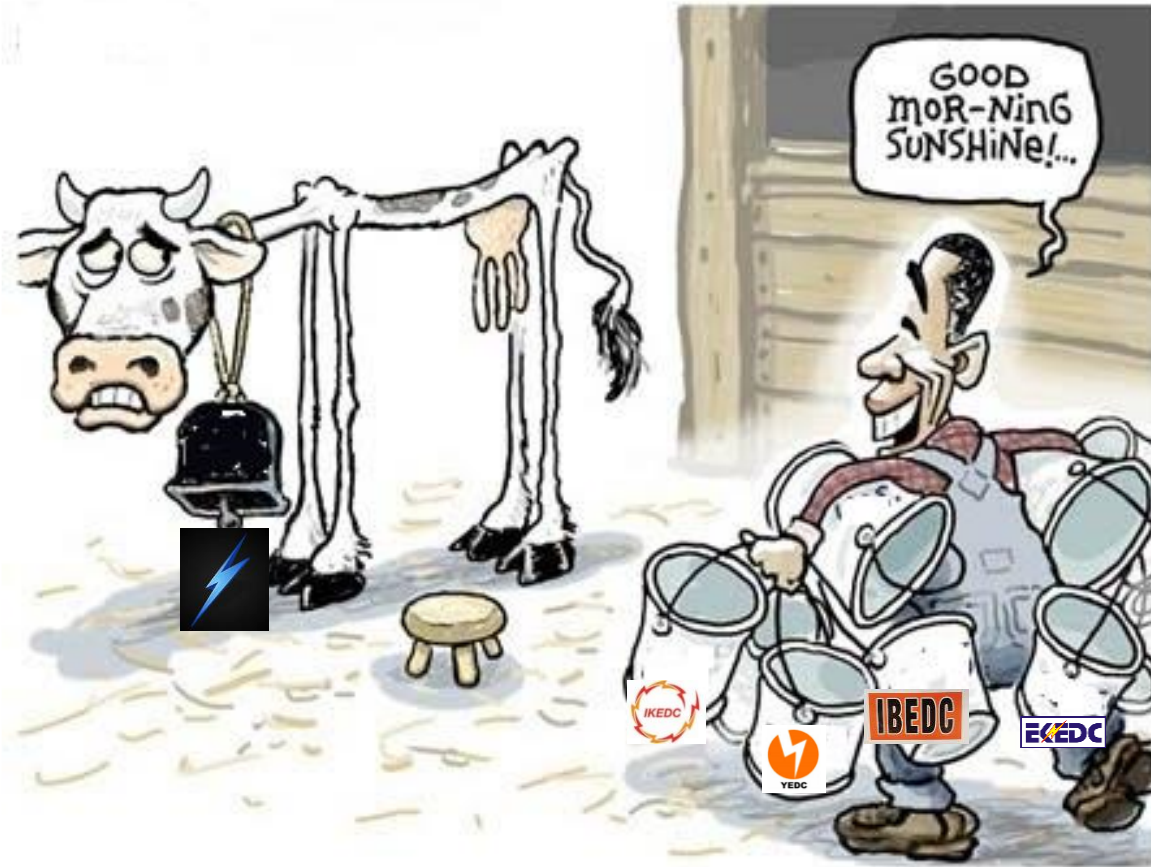
Leakages abound



- Supply is **Constrained**
- ATC&C losses are **Crippling**
- Primary Assets are **Obsolete**
- Cost recovery is **Impossible**



State of the nation....



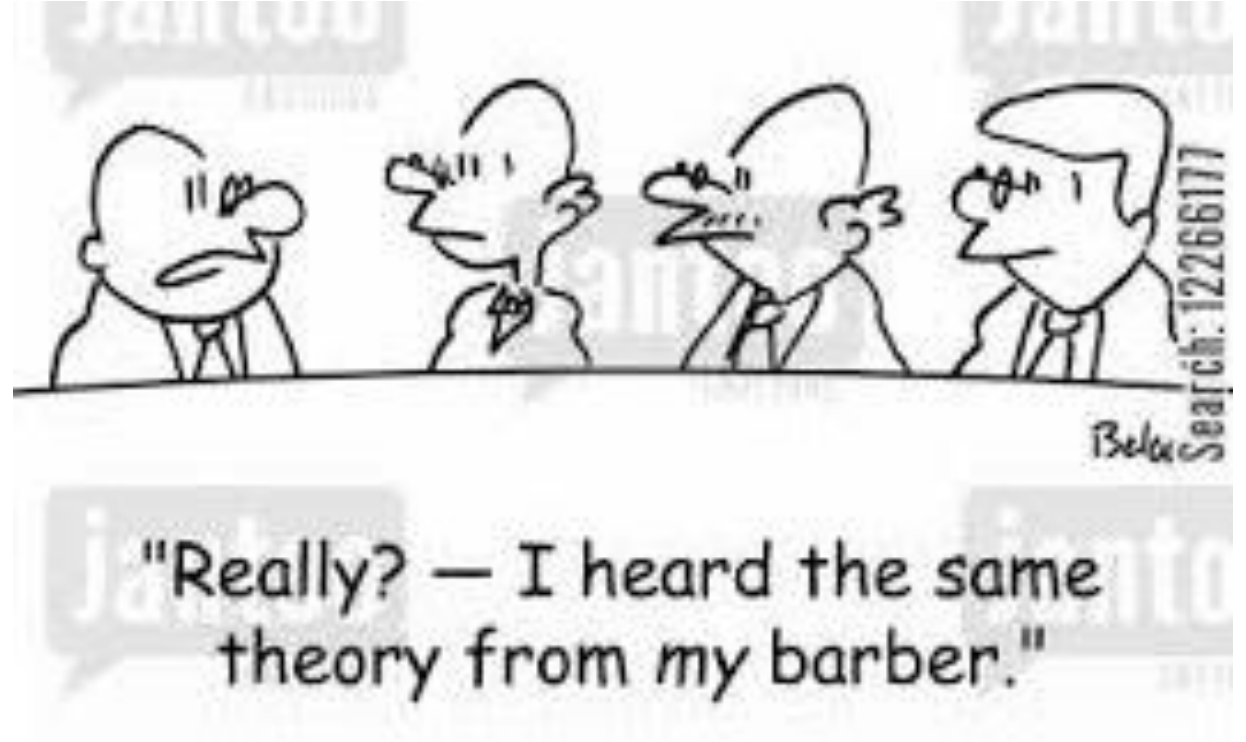
# Market Disequilibria





The Holy Grail

Reduce Costs  
Increase Revenue



- Actionable Insight
- Efficiency
- Effectiveness
- Accountability
- Enable new revenue streams

How

# In Search of The Holy Grail

## Product

- Distinctive
- Superior

## Process

- Operational Excellence
- Cost Focus

## Service

- Customer Intimacy
- Superior Experience

Simplification  
Actionable Insight  
Effectiveness  
Efficiency  
Standardisation  
Automation  
Agility



Search: 12266177  
Belva

"Really? — I heard the same theory from my barber."

# A bit more

- Know what you should know, See where they are
  - Customer – Who, Where, How Much (KWh, NGN) and Relationships
  - Assets – Identity , Properties, Usage, Location
  - Energy
  - Cash
- Make it easy for your customers to engage with you
  - Omni channel customer service
  - Customer segmentation for targeted service, focus of and investment
- Reduce cost to serve
  - Use new technology
  - AMI, SCADA, OMS.....
  - On site Billing
- Focus effort and investment – Dynamic customer segmentation
- Enable new business models
  - Managed contracts and Operations Franchise to ease pressure on cash flow and improve delivery
  - New revenue streams – ToU, MD, Wattless, Non-Energy Services

- ❖ Re-connect with the customer
- ❖ Automate and Informatize processes to improve effectiveness
- ❖ De-layer operations and connect the enterprise to improve efficiency

# The new normal



## Mobile

- Information anywhere, anytime
- Faster, Smarter, Easier

## Cloud

- Information anywhere, anytime
- Simpler
- Agile

## Internet of Things

- Everything that can be connected will be connected

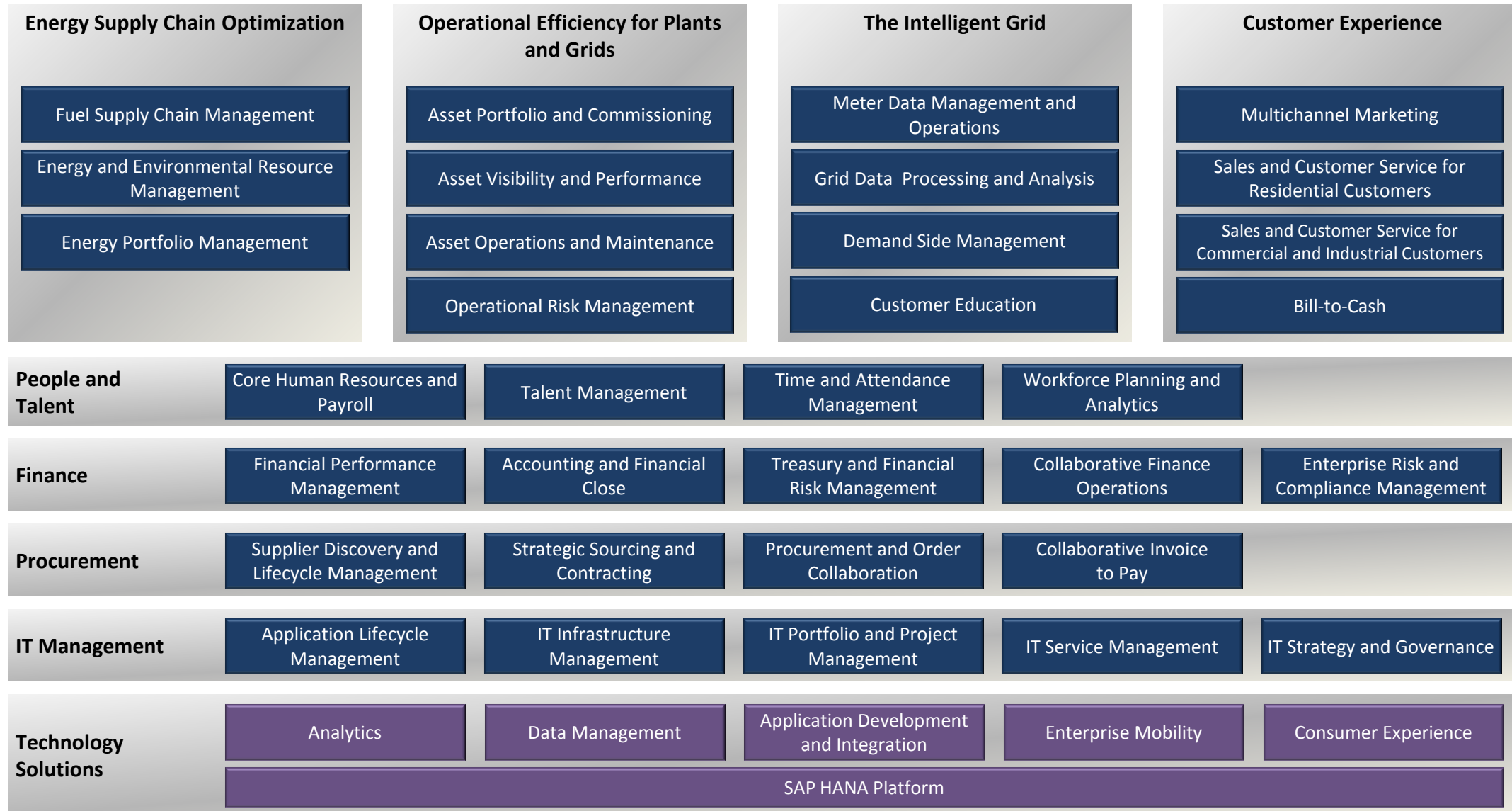
## Data for Insight

- Volume
- Velocity
- Variety

# The Digital Enterprise

Using technology to **radically**  
**transform** performance and reach

# SAP Value Map for Utilities



**Thank you**

**Mobolaji Abolarin**

