



Impact of Digital on IT Services in the Utilities Sector: 2020

Market Analysis
Report Abstract

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Who Is This Report For?

NelsonHall's "Impact of Digital on IT Services in Utilities Sector: 2020" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the Utilities sector
- Vendor marketing, sales and business managers developing strategies to target IT services (ITS) opportunities within the Utilities sector
- Financial analysts and investors specializing in the IT services and BPS sector

Scope of the Report

The report is based on interviews with executives in the Utilities sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for IT services within the Utilities sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the Utilities sector?
- What IT initiatives are planned by organizations in the Utilities sector?
- How relevant are digital initiatives to organizations in the Utilities sector?
- What digital initiatives are planned by organizations in the Utilities sector?
- What business areas are targeted for digital initiatives by organizations in the Utilities sector?
- What digital technologies are planned to be introduced by organizations in the Utilities sector?
- What are the key selection criteria used by organizations in the Utilities sector to select suppliers to implement digital initiatives?
- What shifts in sourcing approach are expected by executives in the Utilities sector over the next three years?
- How do companies in the Utilities sector expect their spend on ITS services to change over the next three years?



Key Issues & Highlights

Utilities companies are focused on improving their improving organizational adaptability and cost/revenue alignment. Key business priorities cited by utilities companies, unprompted, focus on reducing operational costs and expanding the use of digital in areas such as supply chain and customer service. Two primary business priorities to do this, identified unprompted by utilities companies were:

- Improving forecasting to ensure production is aligned with demand
- Reducing operating costs in areas including procurement and regulatory compliance.

Accordingly, utilities companies are:

- Implementing digital workforce management capabilities
- Leveraging analytics to improve real-time visibility into operations and customer demand
- Migrating a larger proportion of the IT landscape to cloud environments and SaaS-based applications and consolidating legacy applications to reduce operating costs.

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Report Length

59 pages, consisting of 6 chapters

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