



Technology Solutions for Water Utilities

# **WATER ENERGY**



**indra**

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# 01

Indra





No. 1 IT company in Spain and one of the leading companies in Europe and Latin America, with a high growth in Asia Pacific & Africa

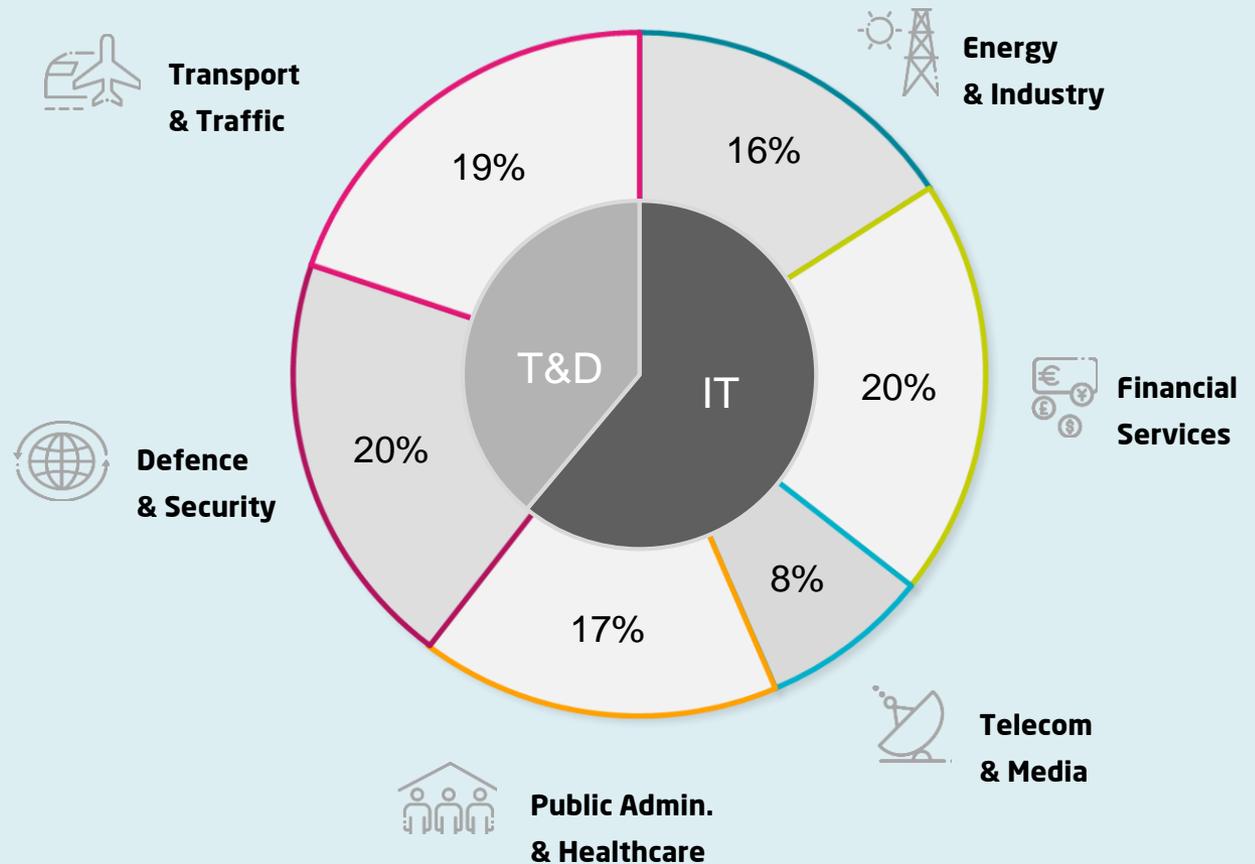


Own Technology. 202 M€ invested in R&D

## PRESENCE IN EVERY SECTOR DIVERSIFICATION

We are multidisciplinary.  
This allows us to develop a wide range of proprietary solutions and advanced services with high added value in technology, we can provide solutions to the most critical issues and offer improvements in their processes, as well as efficiency, profitability and differentiation.

SALES 2017



# Global offering Energy & Utilities

## Utilities

### Areas



Oil



Gas



Electricity



Water

### Solutions and services



#### Consulting

- Strategic and business consulting
- Organization and systems consulting
- Improvement of Operations
  - Digitalization
  - Mobility
  - Asset Management
  - IoT Gateways
  - Smart Homes
  - Etc



#### Digital Solutions

- Internet of Things Solutions
- Analytics and Big Data
- Mobility Solutions
- Cybersecurity
- Cloud (XaaS) Services
- Social Media Solutions



#### Systems Integration

- Plant Management & Optimization
- Energy Markets and ETRM
- Network Management / Smart Grids
- MDM (Meter Data Management) & MDC (Meter Data Capture)
- Energy & Water Efficiency
- Commercial Management System
- ERP & SMAC Solutions



#### Energy Technologies

- Assets Monitoring and Performance Technologies
- Physical and Logical Security
- Substation Control Equipment
- Metering Systems / Smart Metering (AMI/AMR)
- SCADA Control Systems
- Energy Efficiency Solution



#### Managed Services

- Application Management (AM)
- IT Outsourcing
- Business Processes Outsourcing (BPO)
- Indra Cloud Services

Own Solutions

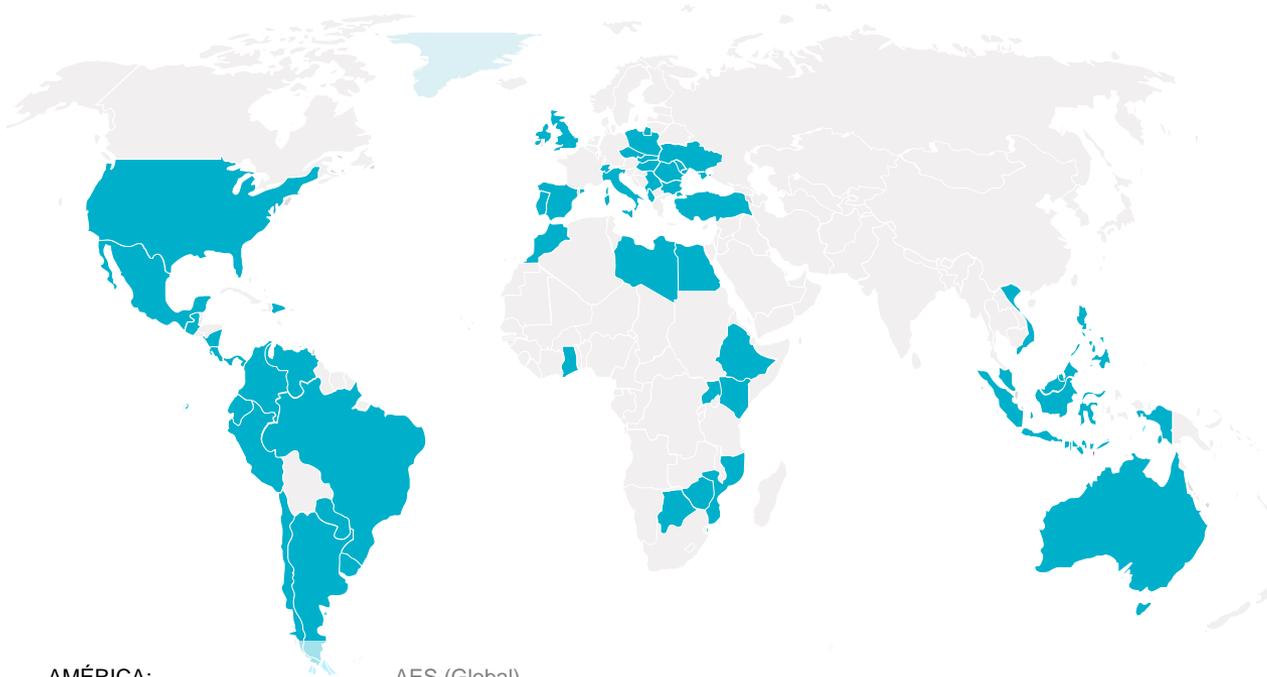
Third Party Services

IT Services

# Indra's Energy & Utilities division

<p><b>Key Figures</b></p>	<p>481M€ revenues</p>	<p>5,400 professionals</p>	<p>45 countries</p>	<p>+ 500 on-going projects</p>		
<p><b>Know-how</b></p>	<p>Over 25 years experience in projects and services in the sector of energy companies.</p>					
<p><b>Partnerhip</b></p>	<p>Indra is the preferred partner of key software vendors within the energy sector. Some of them are:</p>					
<p><b>Services</b></p>	<p>End-to-End Services: Consultancy – IT Solutions &amp; services – IT Outsourcing - BPO</p>					
<p><b>Solutions</b></p>	<p>Own products: Indra's Solutions for Utilities</p>	<p><b>InGEN</b> Plant Management Plant &amp; Energy Management</p>	<p><b>InGRID</b> Distribution Management Transmission &amp; Distribution</p>	<p><b>InCMS</b> Customer Management Retail / Customer Management</p>	<p><b>InPOWER</b> POWER &amp; GAS UTILITIES Power &amp; Gas Utilities Solutions</p>	<p><b>InDROP</b> WATER UTILITIES Water Utilities Solutions</p>

# Geographies and main clients



**AMÉRICA:**

CFE (MX), Aguas de Monterrey (MX), Electrocosta/Caribe (CO), EPSA (CO), Isagen (CO), SABESP (BR), Eletrobras (BR), Petrobras (BR), Elektro (BR), CEB (BR), ONS (BR), AyA (CR), Light (BR), Sedapal (PE), Sedalib (PE), Electro Dunas (PE), AYSA (AR), Enersa (AR), UTE (UY), OSE (UY), ESVAL (CL), Corpoelec (VE), ENEE (HN), CDEEE (DM), Edenorte-Sur (NI), Exelon (USA), Sempra (USA),

AES (Global),

**EUROPA:**

Enel (Global), GNF (Global), CEZ (Global), Repsol (Global), Viesgo (ES), Iberdrola (Global), Acea (IT), Terna (IT), EDP (PT), REE (ES), CYII (ES), AMVISA (ES), CABB (ES), GIAHSA (ES), RWE (CZ), GE (Global), Electrica (RO), ENEA (PL), SEPS (SL), CEZ (CZ), Electrica RO).

**ÁFRICA:**

KPLC(KE), NWC (KE), Escom (MW), ECG (GH), EDM (MZ), ZETDC, ZESCO, UMEME, ENEO

**ASIA-PAC:**

Maynilad (PH), Manila Water Company (PH), SubicWater (PH), Meralco (PH), PLN (IN), Origin (AU), HydroTasmania (AU), CALTEX (AU)



# Main clients

## EUROPE



## LATAM



## ASOMAF

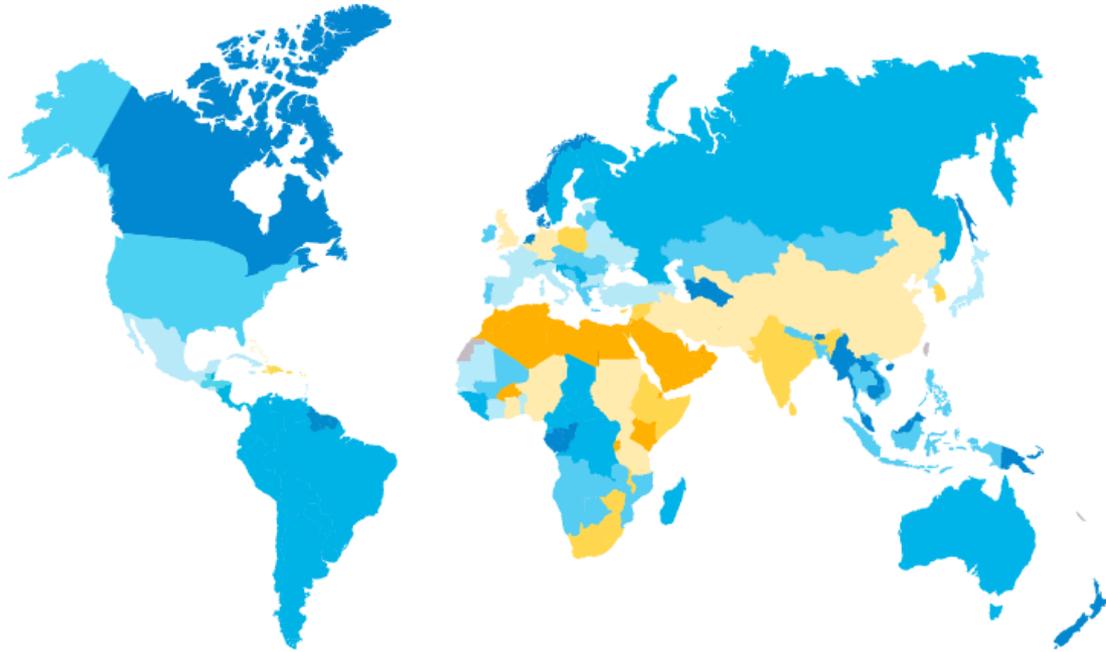


# 02

## Water utilities challenges



# Population vs Water



Fresh water availability in cubic meters per person and year



Year  
2015



7,349

Million people

Year  
2030



8,501

Million people

Year  
2050



9,725

Million people

Year  
2100



11,213

Million people

# Challenges and Uncertainties

## World's growing population



9,725

Million inhabitants in 2050

## Urban Agglomeration



6,300

Million people will live in cities in 2050

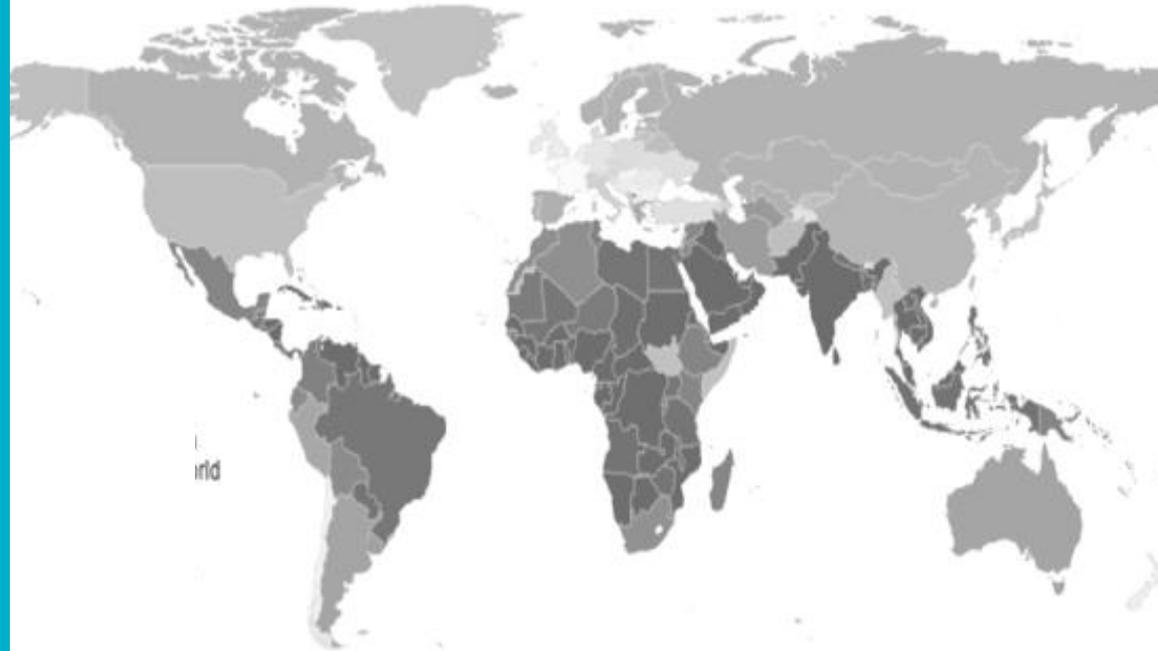
## Extreme drought and floods

Floods, droughts, storms and other natural disasters related to climate have forced more than 20 million people to leave their homes.

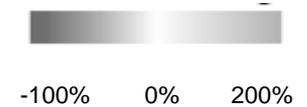
## Water footprint

China 780 m<sup>3</sup>/inhabitant  
USA 2,500 m<sup>3</sup>/inhabitant  
Spain 2,325 m<sup>3</sup>/inhabitant

More water requirements for food due to changes in eating habits



% of GDP per capita in 2100 compared to a world without climate change



# Main challenges for water utilities



## Water losses

Non Revenue Water. In Spain, 20-25% of drinking water is lost on average, mainly due to the high age of the supply networks.



## Aging Infrastructure

Infrastructures are getting old. This generates the need for renovation of thousands of kilometres buried in the subsoil and for this, the most informed decisions will have to be made.



## Energy Cost

The electric bill expense in the water process is the second, above the personnel expenses. Processes involved in water companies' operations require energy that they can generate in some phases of the water cycle.



## Extreme Droughts

Droughts and floods are not an isolated phenomena. Both are two sides of the same coin. The global change is producing an intensification of hydrometeorological events.



## Encapsulated knowledge

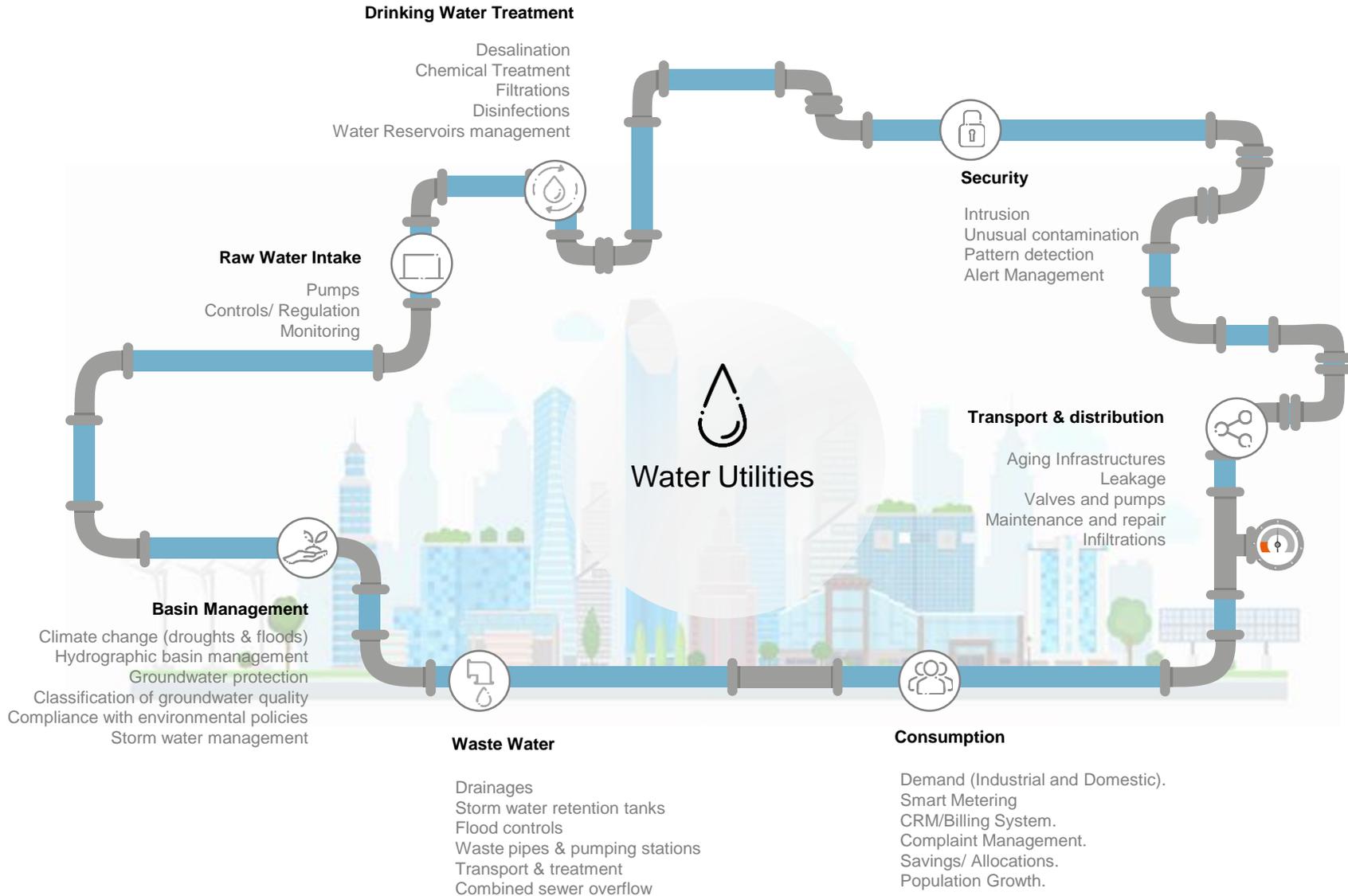
Society is aging at forced marches and the new cohorts do not compensate for the widening of the population in the higher layers, that is, the older ones. This implies that the aging of system operators is a problem when it comes to knowledge transfer.



## Quality Assurance

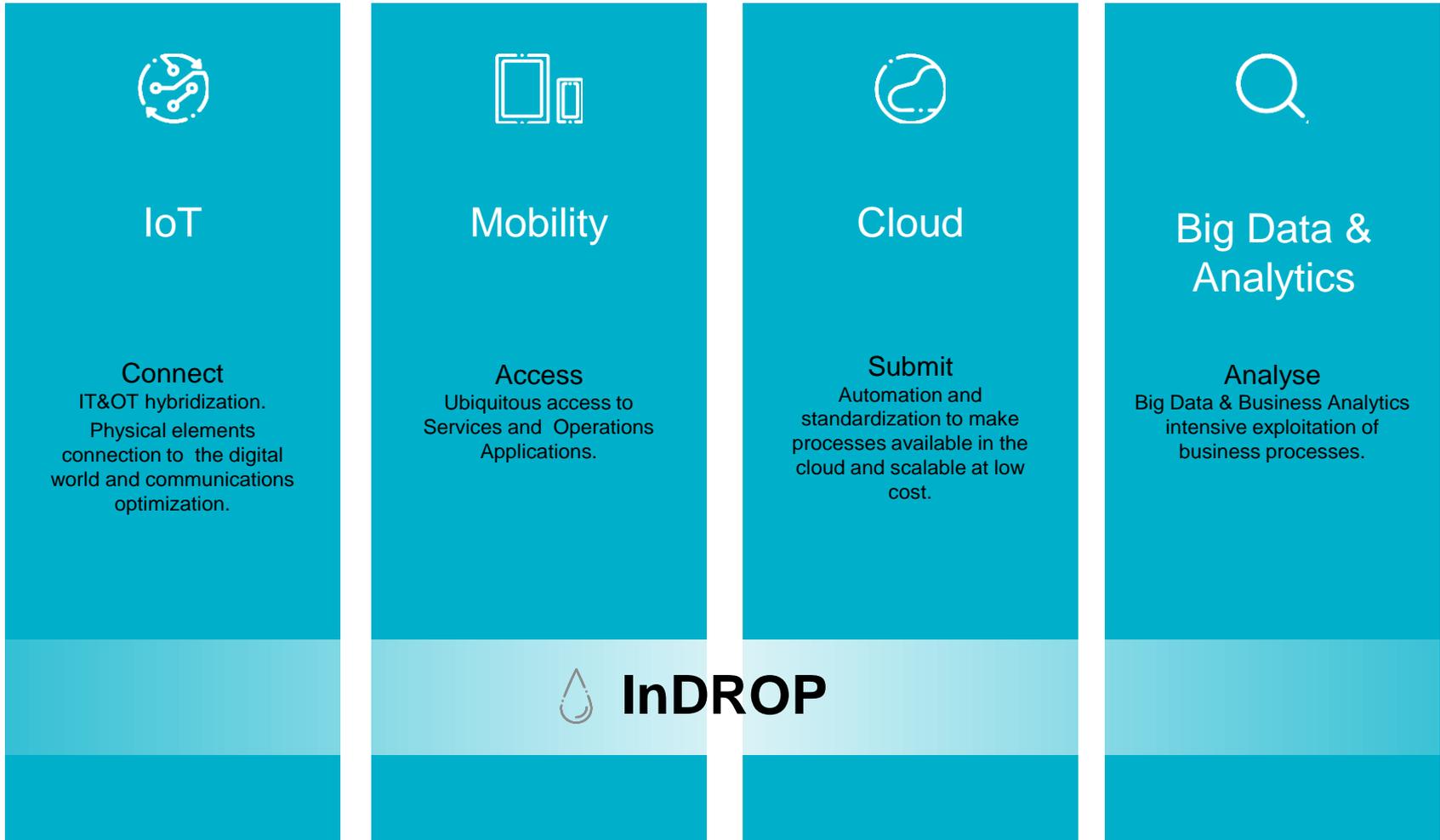
Water utilities are increasingly meeting higher quality standards when treating water.

# Water cycle



# Technology trends

The combination of 4 technological trends to create new opportunities and ways to provide value to the client.



# 03

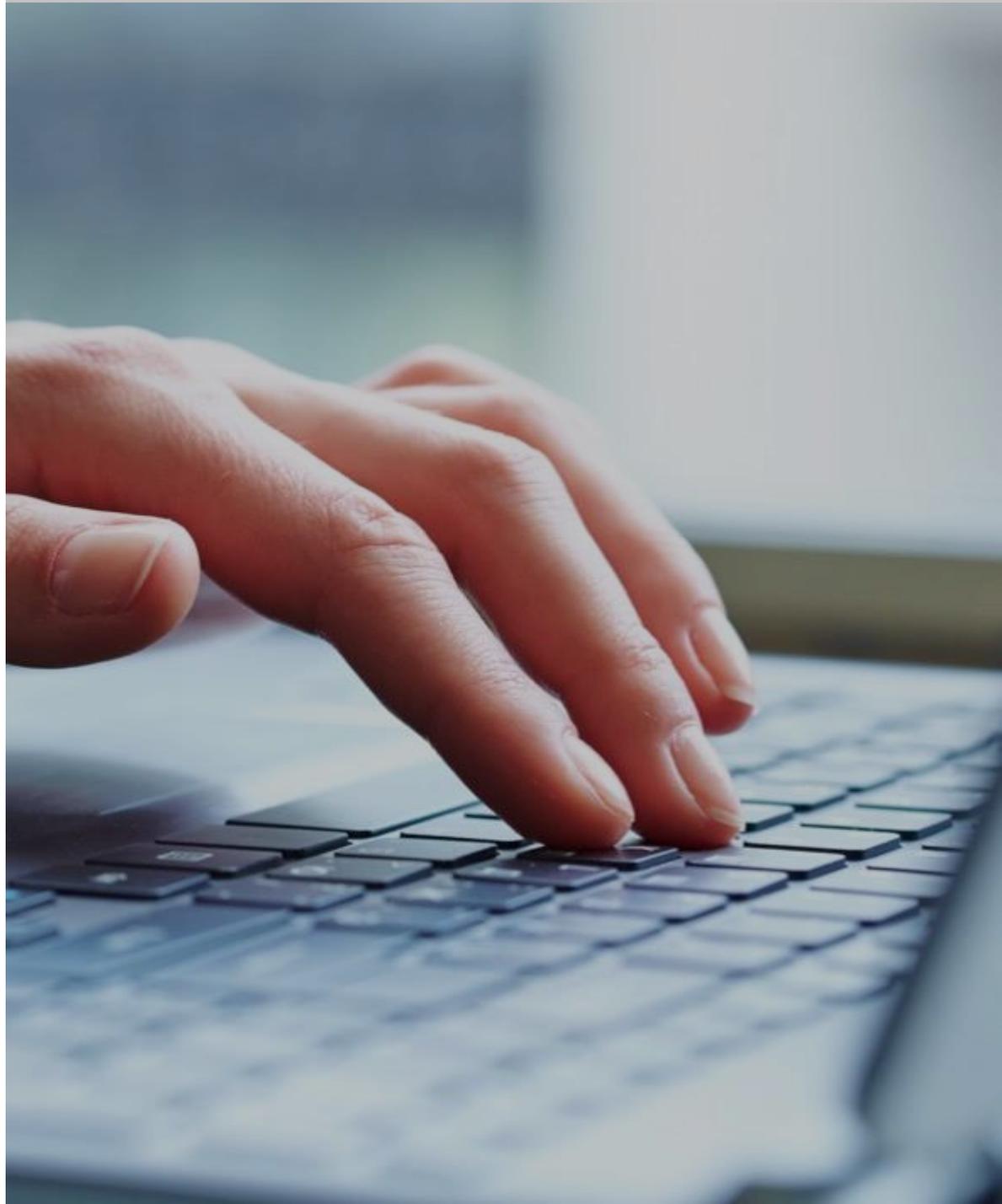
## Offering



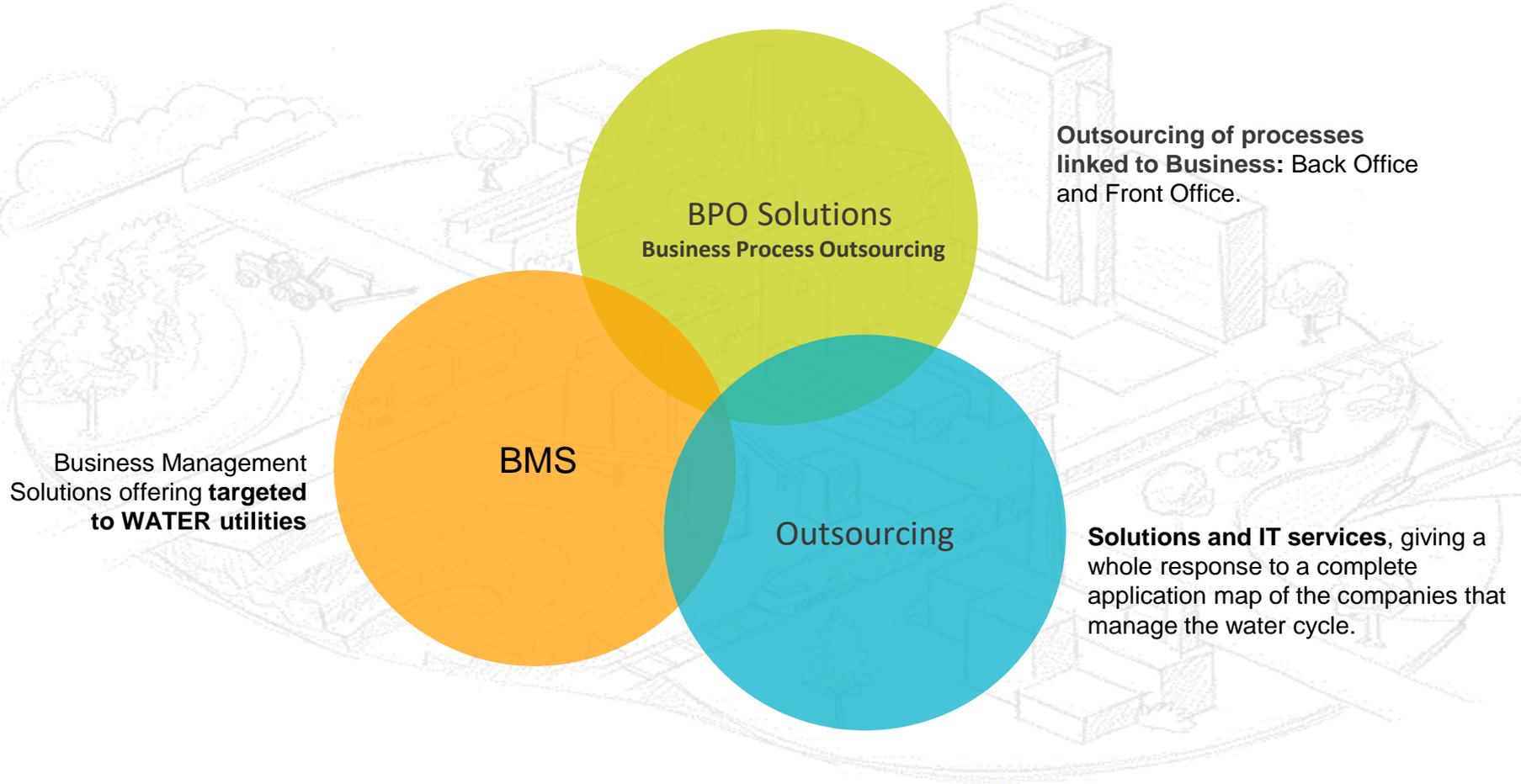
# Offering



# Horizontal IT



# Horizontal IT



# Remarkable water projects

## Horizontal IT



**Maynilad Water Services** is the water and residual water services provider for the 17 cities and municipalities that form the western zone of the metropolitan area of Manila, covering almost one million customers.

Outsourcing of business cycle functions to optimize the efficiency of collection processes.

- Management of readings
- Closures and reconnections
- Integrated management in billing and collection
- Implementation of a bill printing solution and onsite billing
- Generation of operational reports and online business intelligence (Analytics)

## Own Products



The **Costa Rican Institute of Aqueducts and Sewers (AyA)** is in charge of managing and operating water systems that supply 47% of the population, especially in urban areas.  
Connections: 611,000  
Distribution Network: 7,300 km

Complete implementation of the Indra Work Force Management solution: InDROP WFM

- Implementation of InDROP WFM: Back office and Mobile.
- Integration with OpenSGC (Customer Management System of Indra).
- Commercial work orders.
- Implementation of the mobile device management solution (SOTI).



## Digital Solutions



**SUEZ** supplies drinking water to 92 million people, provides sanitation services to 65 million people and collects waste of close to 50 million.

Design of the Customer Experience for the different companies of Suez Water Europe:

- Identification of the friction points found by customers in the understanding of invoices and lack of websites focused on the client.
- Creation of a Website Framework, scalable to the different companies of the group to present a unified image and with minimal modifications. Design of the customer experience, graphic and front code.
- Interactive invoice to facilitate the understanding of invoices and breakdown of the concepts they cover.

# Own Products



# InDROP Suite of products

InDROP suite of products encompasses a holistic approach, from data acquisition to decision making, enabling Water Utilities to be Integrated, Reflective and Resourceful



# InDROP Suite of products

InDROP suite of products encompasses a holistic approach, from data acquisition to decision making, enabling Water Utilities to be Integrated, Reflective and Resourceful



## Work Force Management

Solution for the efficient management of work orders and field crews.

- InDROP WFM



## Customer Management

InCMS is a Commercial Management System that provides full coverage to the business processes from billing to collection.

- InCMS



## Water Plant Management

O & M (Operation and Maintenance) Platform is a full, integrated and modular product for Water Treatment Plants.

- InGEN



## Geospatial & Mobility

Geographic Information System (GIS) with tools and specific capabilities for water utilities and with extensive capabilities for mobility elements.

- IGEA



## Operational Efficiency

Solution for the optimization of energy consumption.

- Eficiencia Energética



## Smart Metering

Suite for the management of smart metering from the acquisition of the measure to the validation for sending to billing.

- MDC
- MDM



## Non Revenue Water

Solution for the control of physical and commercial loss that delivers a complete vision of the problem including the management of the solutions.

- InDROP NBA



# InDROP WFM

## (Work Force Management)

Work Force Management Module enables the distribution company to manage work order dispatching and execution for all field services, through a solution that is fully integrated to the company's corporate systems, automating and optimizing the whole process.

Using a reliable communication system, the work orders are dispatched to mobile devices; when completed, the execution information is captured and sent back to the headquarters, allowing real time management.

Integrated with GIS, Incident system, Maintenance system, Commercial system and CRM.



Automation



Mobile



Routes Optimization



Skills oriented

### Benefits

- Higher productivity of crews, full process control and KPIs generation.
- Shortening of travelling times of the workforce through routes optimization.
- Synergy between technical and commercial teams through multifunctionality, reducing OPEX.

# InDROP WFM (Work Force Management)



Incident



Design & Construction



Commercial Information System



Maintenance System



## Back Office

- Request Management
- Configuration Management
- Crew Management
- Request Supervision
- GIS Queries
- GIS Maintenance
- Prioritization
- Creation of Routes
- Crew Proposal
- Send Request to mobile crews
- Workflow configurable
- Scheduling



## Mobile Solution

- Request Management
- GIS Queries
- GIS Maintenance
- Information Queries
- Online/offline update





# InCMS

Integrated and modular system designed to support customer management for utilities.

Embeddable platform with GIS, Smart Metering, WFM and ERP.

It processes reading and billing anomalies.

Availability of multiple customer service channels.

Complete management of regulated and unregulated businesses.



End-to-end solution



Billing and Collecting



Asset Tracking



Fraud

## Benefits

- **Improvement of Cash-flow**, increasing revenues and reducing costs.
- **Optimization of business processes**, eliminating manual data processing, detection and resolution of anomalies.
- **Optimization of customer service processes**. (e.g.: self-service, remote reading), in all available channels, omnichannel.
- **Implement "end-to-end" processes** between different areas.

Offering  
**InCMS**

Multichannel tools



ADDITIONAL MODULES  
MOBILITY



COMMERCIAL SERVICES

Contract Management    Billing    Collection Debt Management    Accountability

TECHNICAL SERVICES

Reading    Device Management    Field Orders    Campaigns    Fraud

SERVICES

Migration Tool    Framework Architecture

INFORMATION SERVICES

Operational reports    Operational Data Store



Integration

Corporate Systems

Third Party systems





# InGEN

Indra platform to manage the operation and maintenance (O & M) of assets such as Industrial Water Treatment Plants, Wastewater Treatment Plants, Mud Treatment Plants, Drinking Water Treatment Stations and Seawater Desalination Plants.

In addition, the platform also covers the quality requirements in every process and controls the environmental impact.



Centralized Operation



Environment



Laboratories

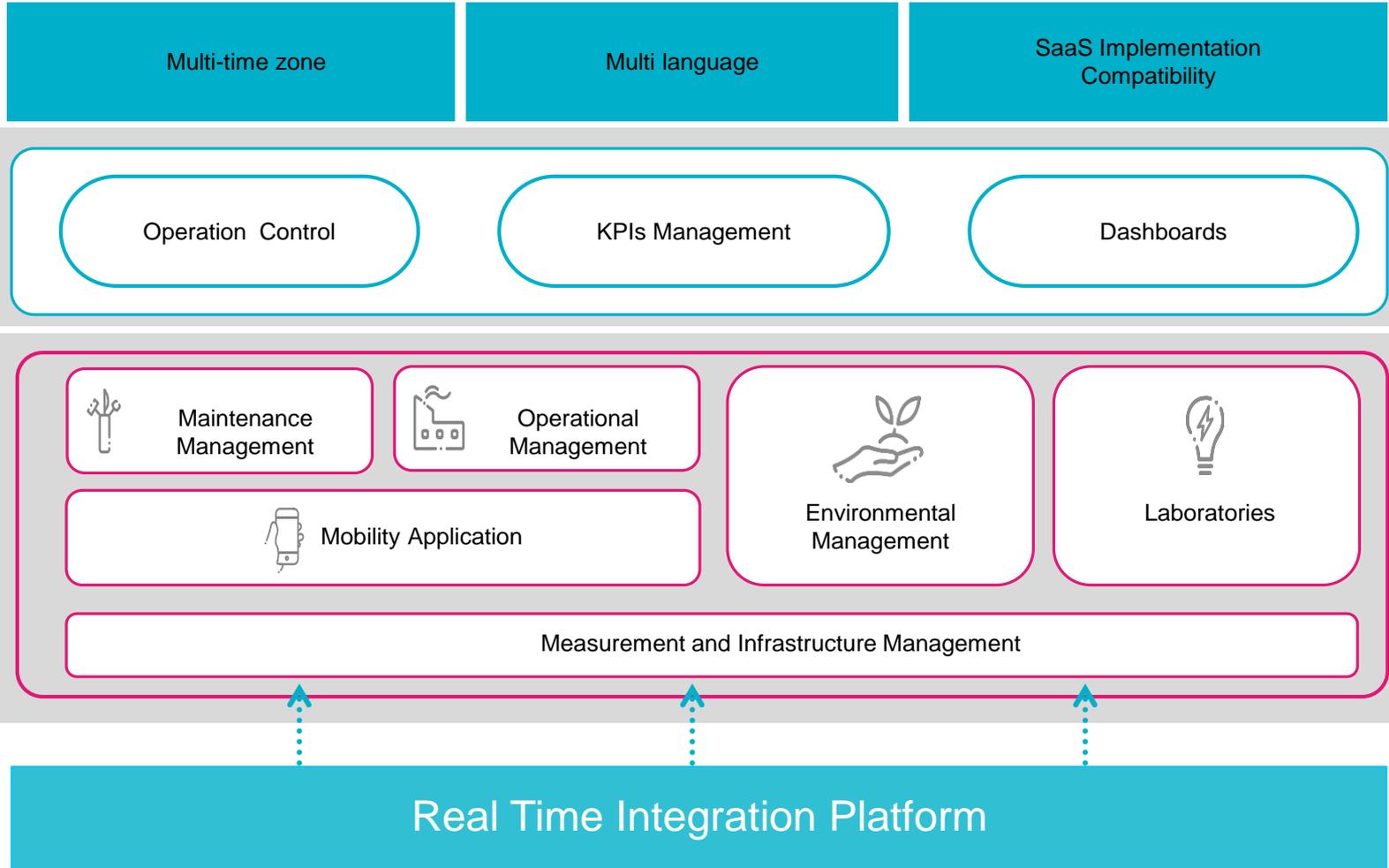


Mobile

## Benefits

- **Optimization of business processes** and organizations.
- **Real time connectivity** : Connectivity with the process variables in real time in a robust way.
- **Analytical capacity**: Allows analysis from basic levels (Plant and hourly breakdown) to complete aggregate levels (Country / Company and monthly / annual breakdown).
- **Modularity and Scalability**: Modular tool whose architecture allows evolutions in both functionality and number of managed assets.
- **Globality**: Allows the management of geographic assets of any generation technology, integrated in all types of markets.

# InGEN





# IGEA

Geographic Information System (GIS) with the information of georeferenced assets.

Modular platform with alphanumeric and graphic information on the infrastructure of water utilities

Integration with hydraulic models and corporate systems: Commercial system, ERP, WFM, Smart Metering Platform, etc.

IGEA is able to analyse and query in real time the status of assets.



Desktop/Mobile/Web



End-to-end solution



Topology

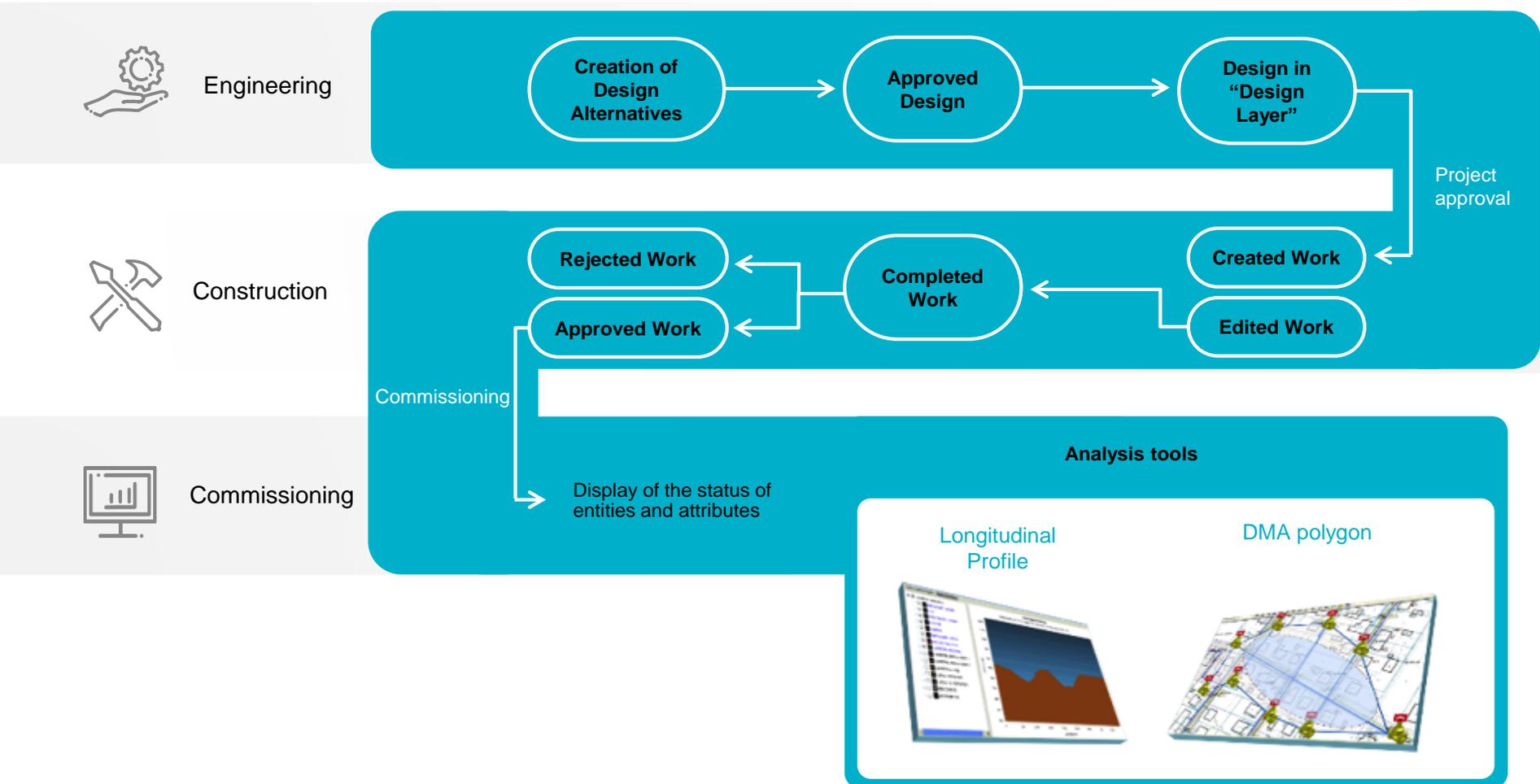


Longitudinal profiles

## Benefits

- **Optimización de la Optimization of infrastructure management** (WWTP, DWTP, supply network and sewers)
- **Disponibilidad Availability of information** for planning and operation: calculation of routes, terrain profiles and pipeline layout, topological analysis of networks, etc.
- **Coverage of the entire life cycle** of the assets of the water infrastructure: from design to operation.

## GIS. EDITION OF WATER INFRASTRUCTURE





# Energy Efficiency

At Indra we offer a solution that allows you to manage, monitor and control consumption, processes and events of a large number of points remotely and in real time.

This powerful solution has been created on a robust and scalable architecture, consistent with the needs of the current market, where we have obtained a very valuable experience. From large customers to individuals, different types of users can use the solution making important changes in their consumption habits that lead them to an advanced level of energy efficiency.



IoT Platform



End-to-end solution



Optimization



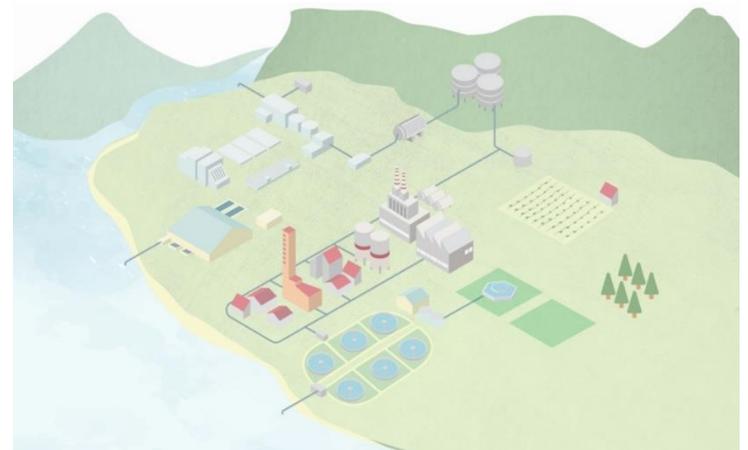
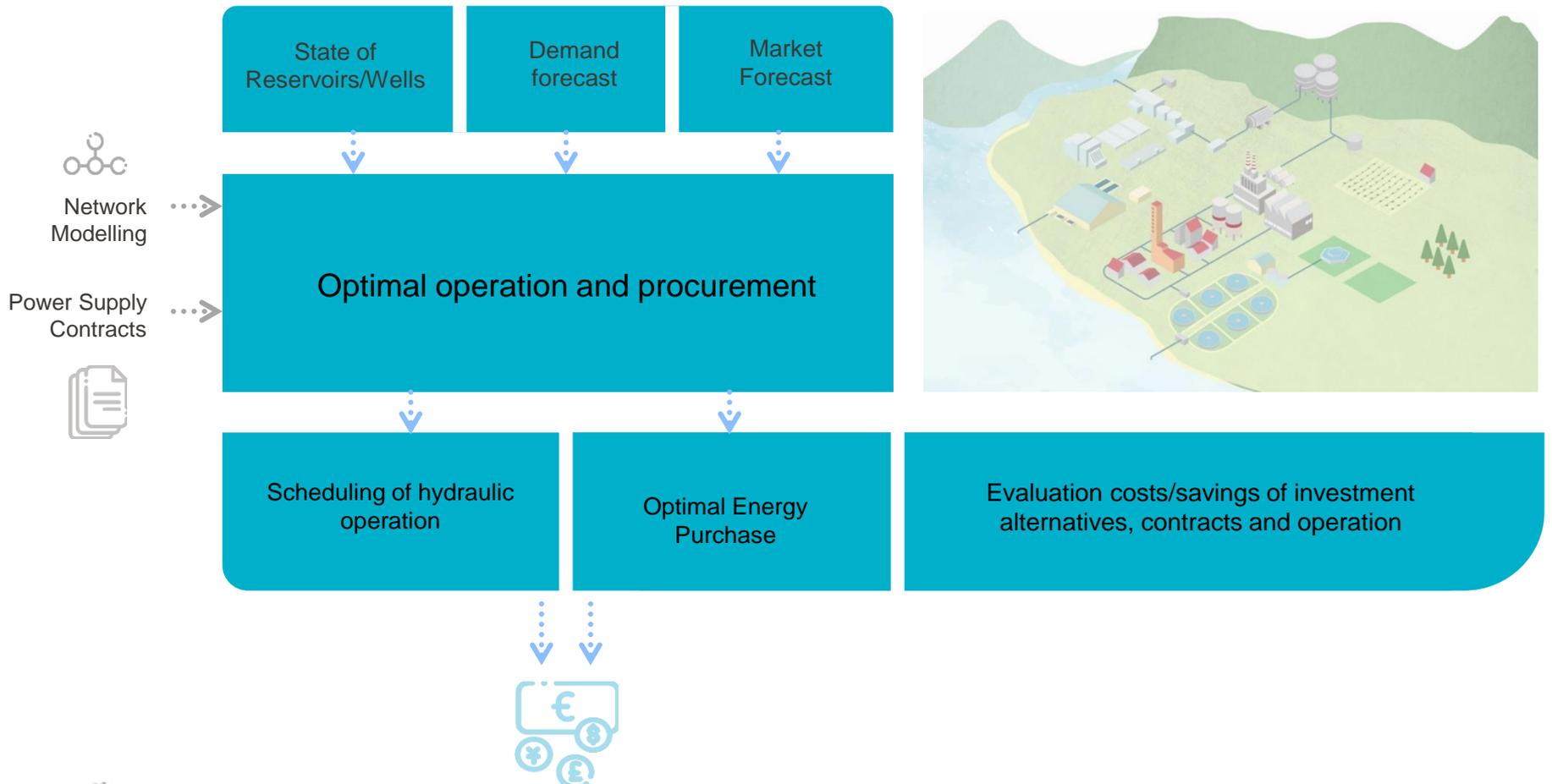
Real time

## Benefits

- **Improvement of collaborative work** through the timely exchange of quality data between diverse systems, business units and water networks.
- **Management of demand peaks.** Decrease in the need to build new infrastructures for the collection and regulation of water resources, grouping of clients to identify main critical users, analysis of the demand for location scenarios for long-term planning
- **Efficient processes and workflows.** Improvement and transparency of workflows and grouping of know-how in similar networks. Support for daily workflows and intraday optimization

# Energy Efficiency

To achieve this optimization in electricity supply costs, we propose a platform that optimizes operating programs combining water and electricity on a daily basis.





# Smart Metering

End-to-end solution of acquisition (MDC) and measurement management (MDM) integrated with the commercial system, SCADA and GIS.

IoT VEE (Validation, Edition and Estimation) Platform with Big Data capacity.

Multiprotocol: Adaptable to the current and future situation of telecommunications

Multiprovider: Independent of telemetry and meter manufacturers.



IoT Platform



End-to-end solution



Multiprotocol

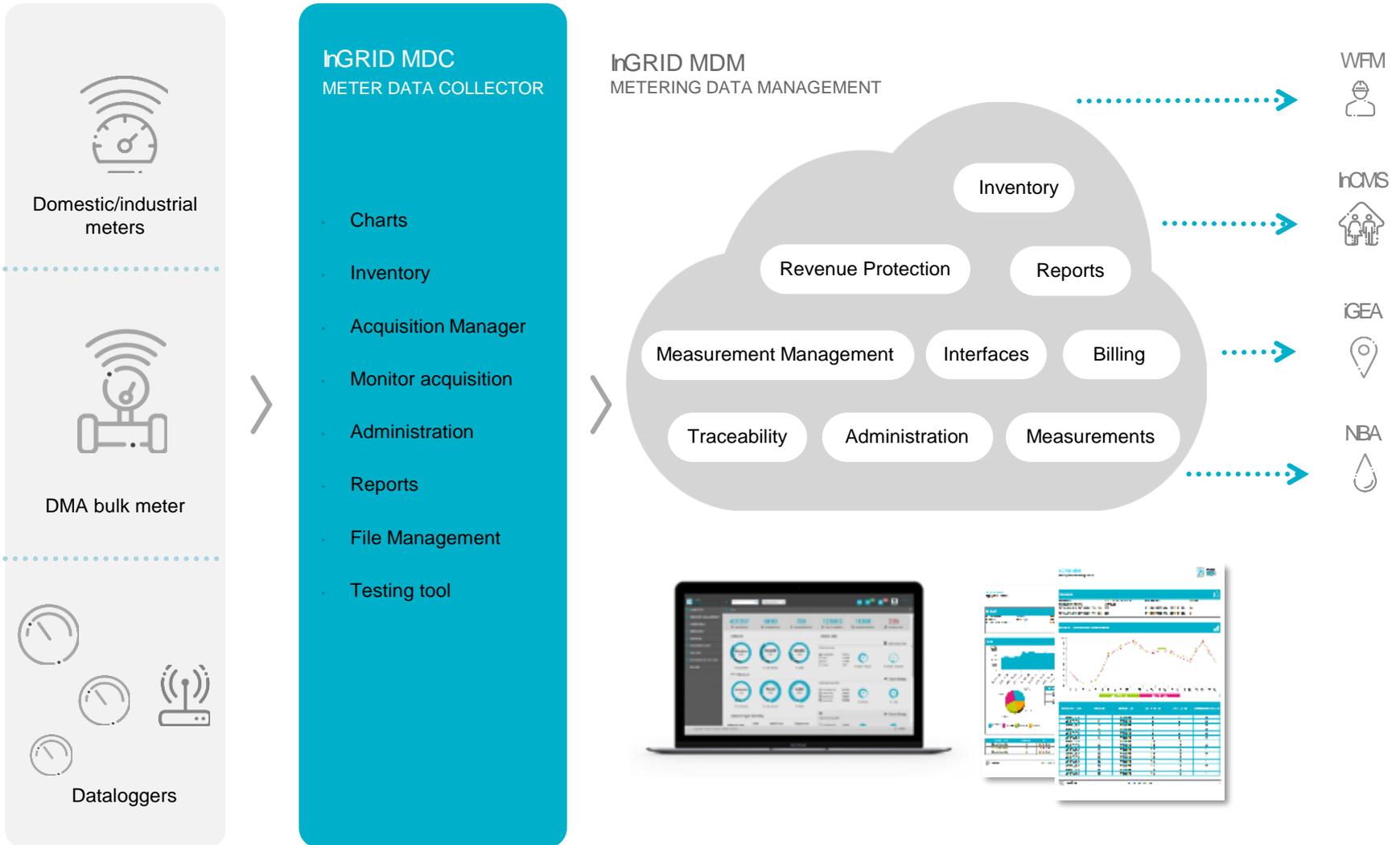


Multiprovider

## Benefits

- [Logging and classification of the measuring equipment](#) so that the VEE process is carried out automatically, guaranteeing the completeness of the measurement.
- [Detection of anomalous patterns and indication of trends](#), for example, of fraud and sub-metering.
- [Prediction of consumption](#) based on historical data.
- [Visibility of water consumption](#) for citizens.

# Smart Metering





# InDROP NBA

## (Network Balance Analysis)

This system allows water companies to have a highly reliable network thanks to the use of technologies and methods that minimize apparent and real water losses.

It establishes a strict control of water losses through flow balances of water distribution networks and allows locating losses throughout the network and over time through its graphic interface.

Thanks to the information provided by the system, it is possible to plan activities related to the reduction of losses, monitor their progression and take appropriate corrective actions.



Measurement management  
How much?



Physical losses  
Why?



Geolocation  
Where?



Tracking  
When?

## Benefits

- **Efficient use of water.** The reduction of water losses facilitates the extension of the network and the availability of resources to a greater number of users and the reduction of the captured volume of the environment.
- **OPEX reduction.** The loss of drinking water that has been previously abstracted, treated and even pumped implies economic and energy costs, which is why, consequently, reducing unbilled water will boost energy efficiency and operational excellence.
- **Service Guarantee.** The service guarantee will be improved not only by a more efficient use of water, but also by NBA support for the planning of leak and breakage repair activities, with the consequent prevention of service interruptions.

# InDROP NBA (Network Balance Analysis)



Entities Configuration  
and Measurement Management



Physical losses and Water Balances



Strategic Planning

- Measurement Validation
- Measurement estimation and calculation
- Control and Commercial system integration
- Manual load files

## Physical Losses

- Pressure-Flow hourly monitoring
- Net Night Flow
- DMA hydraulic performance
- KPIs (IWA)

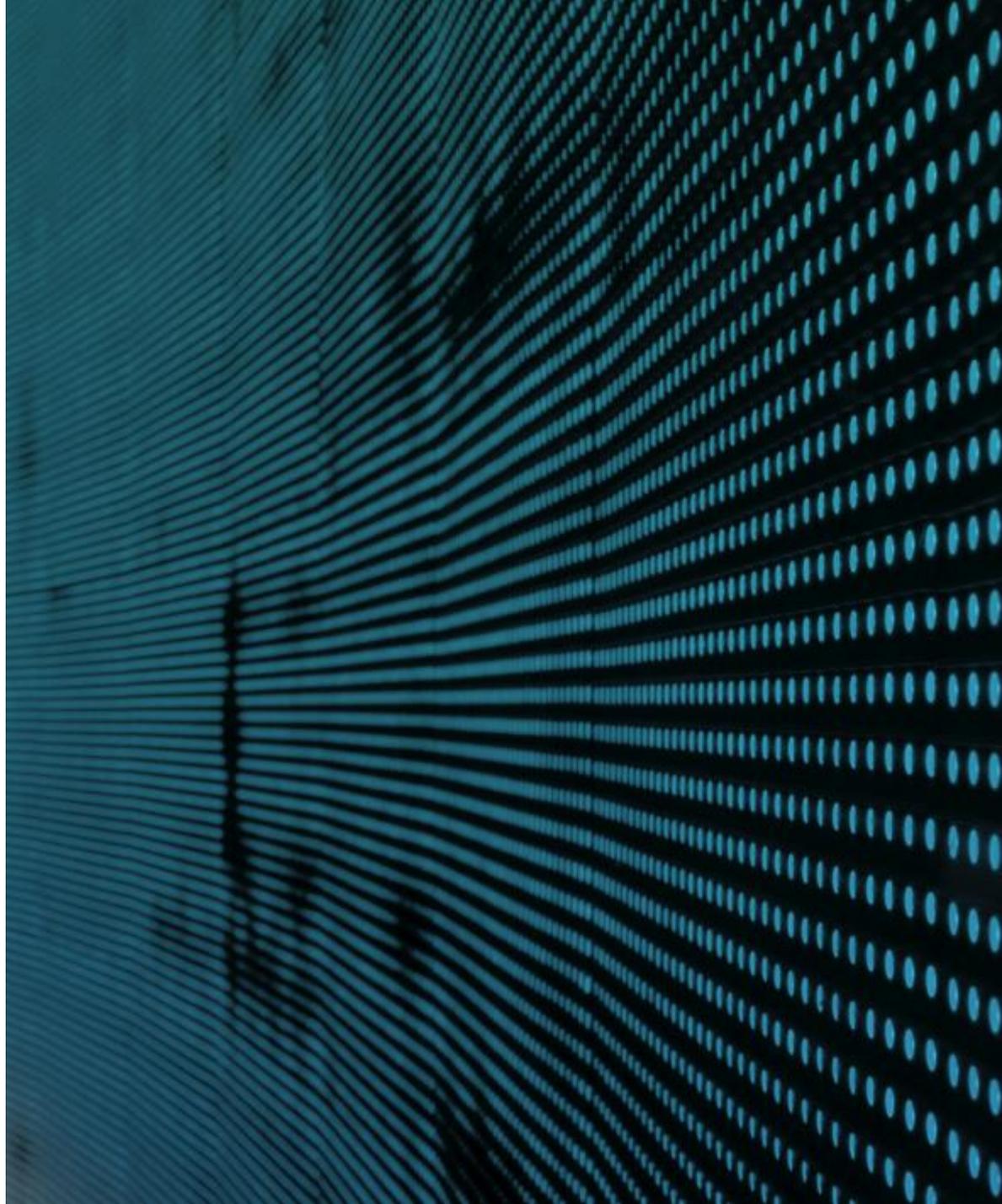
## Water Balances

- Daily follow-up
- Horizontal Balance
- Vertical Balance
- Global Balance
- Geo-referenced display

- Action plans definition in order to control water losses.
- Plan tracking: monthly monitoring of operational objectives and budgets.



# Digital solutions



# Digital solutions for water utilities

## Management

## Operation

### Digital Signature

Electronic handwritten signatures that are made in digital media, allowing the creation of paperless processes from the beginning



#### RPA

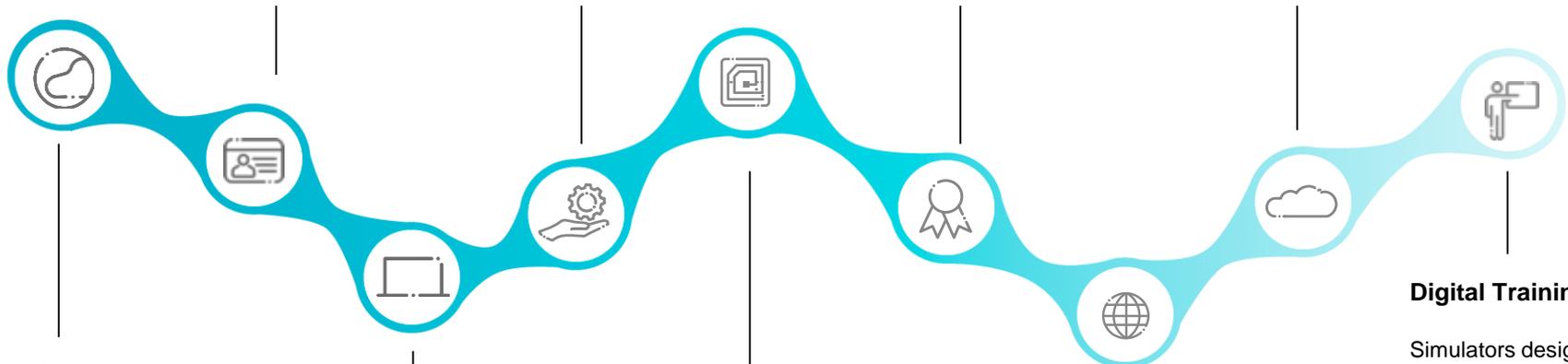
Automation of processes through Software Robotics

### Smart asset management

Systematic and coordinated process for the optimal and sustainable management of assets, throughout their life cycle

### Smart Cities

Integrated Smart Water solutions in the field of smart cities



### Revenue Assurance

End-to-end solutions to reduce global losses

### Customer Experience

Design of the best customer experience for an increasingly demanding citizen

### Cybersecurity

Critical infrastructures and public services are exposed to cyber threats

### Earth Observation

Detection of limited uses of water in times of restriction through the analysis of satellites imagery

### Digital Training

Simulators designed in such a way that they can be applied to the whole cycle that conforms the formative action and the knowledge in the fields of work

# Cybersecurity



## The Challenge

We are at the moment of explosion of the deployment of remote reading and sensing systems for water networks.

There is a wide range of manufacturers in the field of networks and domestic meters.

In the field of Smart Water, there are several types of communications and protocols (radiofrequency, LPWA, GPRS, fiber optics, etc.)



## Our solution

Replace measurement devices with new intelligent equipment, equipped with specific cybersecurity that meets the needs of the business and customers:

The main objective of the projects was to review the **safety design**, evolve it, verify its applicability in the field and establish standard specifications for the new generation of systems and devices, taking into account the interoperability between different manufacturers as a key aspect.

In the case of electricity, Minsait provided, among other services:

- Redesign of the use of the **communications architecture** with an integral approach including broadband (TCP / IP) and narrowband (**DLMS / COSEM** on PRIME).
- Redesign of the **identification and authentication** architecture of the systems and devices that make up the intelligent measurement network (SCADAs, RTUs, Concentrators and Counters) to make it difficult for an attacker to take control of them.
- Recommendations so that the evolution of cybersecurity has an almost null impact on the **KPIs of the business**.
- Observation of national and international **best practices** for their progressive incorporation into the designed solution.



## Benefits



**Operating Efficiency**

Minimization of technical risk and execution times that will vary depending on the complexity of each network.



**Service Improvement**

Search for the balance between security and compliance with business KPIs.

# Cybersecurity solutions applied to the value chain



## Internal users

End-point: FEE(P) Digital Defence  
Devices Security: FEEP Mobile Sec  
Anomalies in user behaviour



## Third Party Services

Antifraud operational services  
Monitoring and recording of privileged access



## Networks & Cloud

Control of network access  
Anti – APT Solution  
CASB Solution

FW & IPS solutions  
Forensic  
Event monitoring



## Restricted Areas

Isolated areas: FEE (P) Cross Domain  
Certification & Accreditation Services



## Access control

Physical Access : FEE(P) FaceTrack  
Physical Identification: FEE(P) ID Verification



## CyberTraining

FEE(P) Cyber Range



## Cybersecurity consulting

- Risk analysis
- Business continuity
- Compliance
- SDLC
- Intrusion test
- Vulnerability Assessment
- Malware Analysis
- Forensic
- Fast Answer



## Managed Security Services

- Event correlation
- Incident response
- Security operations
- Early warning
- Vulnerability Management
- End Point Intelligence:  
FEE(P) Digital  
Defence
- SOC NG:  
Hunting as a Service  
CyberIntelligence



# Customer experience



## The Challenge

- Knowledge and improvement of the global customer experience with the company to achieve a greater link to the brand
- Involving the entire organization in the improvement of the customer experience thanks to actionable insights in each process or area of responsibility
- Having Real Time customer feedback associated with the moments of truth of the relationship with the company, either directly or indirectly through collaborators
- Activating the Voice of the Customer through immediate response in cases of bad experience and with the activation of global improvement lines



## Our solution

Design and implement sequentially a **Customer Voice Program** integrated in a **technological tool** that allows:

- Understanding how client lives the relationship with the company in each of moments of the Truth of its Customer Journey: needs, motivations, emotions, expectations and perception
- Detecting actionable improvement opportunities associated with the Moments of Truth within your Customer Journey
- Visualization of client reviews throughout the organization and collaborators, limited to their area of responsibility
- Tool integration with internal operating systems that speed up the response and implementation of improvements
- Giving a response to customers with a bad experience in real time after their negative feedback, transmitting "real listening"



## Benefits



**Operating Efficiency**

Improvement in the global brand experience and involvement of company and partners in its optimization



**Service Improvement**



**Cost savings**

# Customer experience



## The Challenge

- Turn the water bill experience – with no entity, individual and operational – into an act of awareness, responsibility and interaction.



## Our solution

Creating a new experiential invoice #Aquafriendly



### Interactive

Active model of invoice reception that encourages the participation of the client



CONTENT  
ACTIONS  
DYNAMIZATION



### Customized

Messages, content and promotions customized by customer segments according to data traceability and behaviour



INBOUND  
MARKETING



### Collaborative

Your consumption affects the community. Collective awareness is taken when comparing consumer census data



GAMIFICATION  
LOYALTY  
(Consumption rewards)



### Intelligent

The invoice is predictive. Advances own and collective behaviours, while providing advice



PREDICTIVE ANALYSIS  
SMART TIPS



## Benefits



### Operating Efficiency

The client can participate in the collective challenge and compare his individual consumption in relation to his neighbourhood and receive rewards



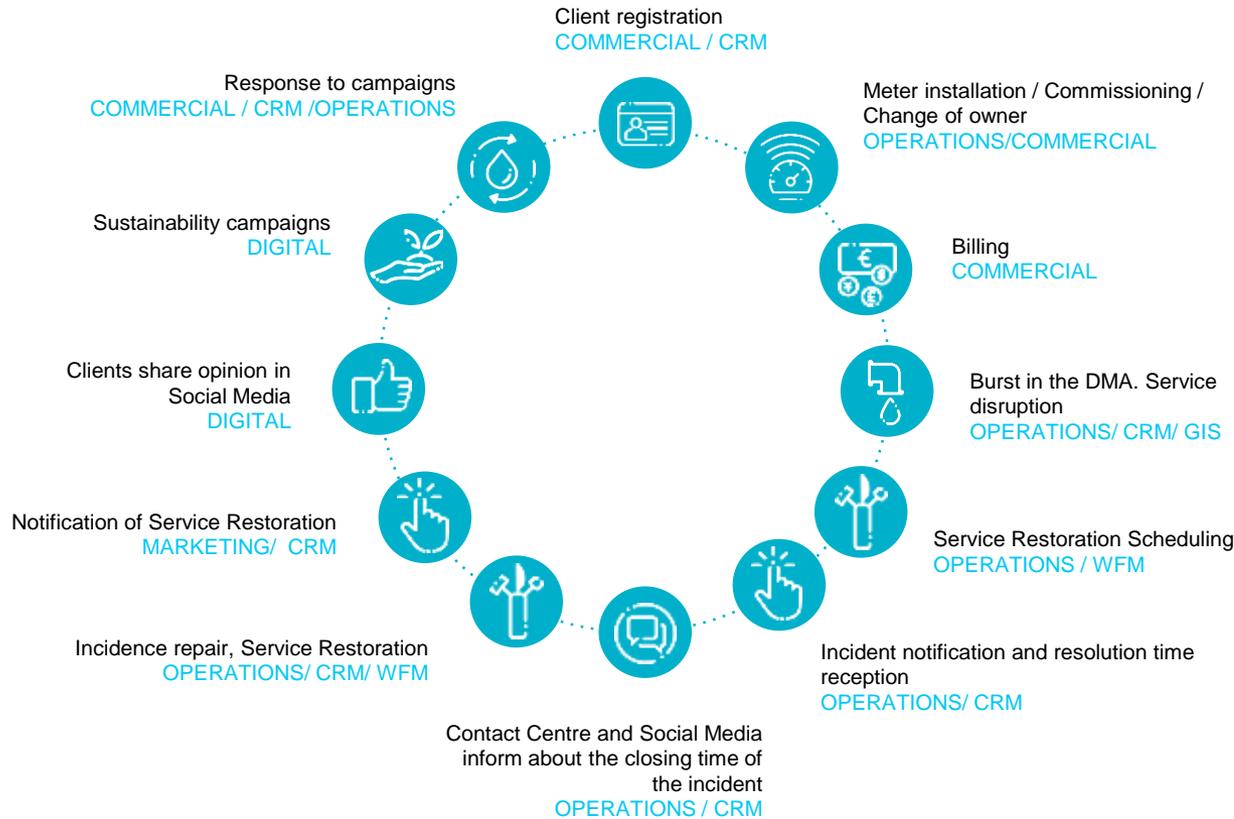
### Service Improvement

Avoid issuing invoices on paper



### Cost savings

# Customer Journey where our solutions combine the operation of water companies and the customer experience



## Internal Systems

**When interacting with the client, there are processes and internal systems whose integration and optimization result in a better experience.**

- Automation of low value processes for the client.
- Proactive communication management relevant to the client: informative messages, notifications,...
- Omnichannel: Integration of customer information, 360° vision that allows proactivity and customized offers
- Innovation in value products / services (conception and co-creation with clients)
- Efficiency improvement tools in operations (reduction of time and quality improvement)

# RPA



## The Challenge

- In many back office tasks, there is no integration between all the systems, thus operators have to capture and transfer huge amounts of information to be able to execute the daily tasks
- Agents need to gather customer information from two different systems, CRM for customer information and web portals of the distributor to know contract information



## Our solution

### Download agent activities and download information from web portals of the distribution company

The robot executes all the tasks in a time slot of 6:30 to 7:30, to guarantee that agents have the information required to work that day,

- **Activities:** The robot logs in the CRM and looks for the contract obtained from a query in the DDBB. Depending on the state (Active, Inactive or No result) the robot updates the information in the CRM and in the internal DB
  - **Portals:** The robot identifies the distributor through the contract and logs in the appropriate portal. Browse through the portal and download the contract information in an Excel so that the agent includes this information in the internal DB
  - The information obtained from portals and activities is downloaded in the same repository so that the agent has collected the information in a single system



## Benefits



### Operating Efficiency

- The portal information download has been reduced to 2 seconds per contract with a volume of 7000 contracts per month



### Service Improvement

- 30% activity cost savings
- 100% compliance with the quality ANS marked by the Billing, Collection and Contracting Centre



### Cost savings

- Minimization of incident resolution time
- Reduction of the percentage of unpaid

# RPA



## The Challenge

- The agents who must resolve the incidents have established a 48-hour SLA. The incidence is considered closed for the purposes of the SLA when its closure is reported in the CRM.
- This closing of tasks is a manual and repetitive task that consists in navigating through the CRM according to the type of incident including closing comments that have previously been introduced in an internal application.
- This closing of tasks manually had two main problems;
  - Breach of the SLA since, although the incidence was closed in the internal application, it was not reported in the CRM
  - Errors in closing incidents since there was a lot of manual transfer of information (copy + paste)



## Our solution

### Closure of claims in the CRM

The agent closes the incident in the internal application

Our robot :

- searches for incidents with "Pending closing" status in the database to identify the claims to be closed
- captures this information through a loop or at the user's request
- logs in to the CRM by browsing through screens that depend on the type of closure, insert the comment included by the agent and close the claim



## Benefits



### Operating Efficiency

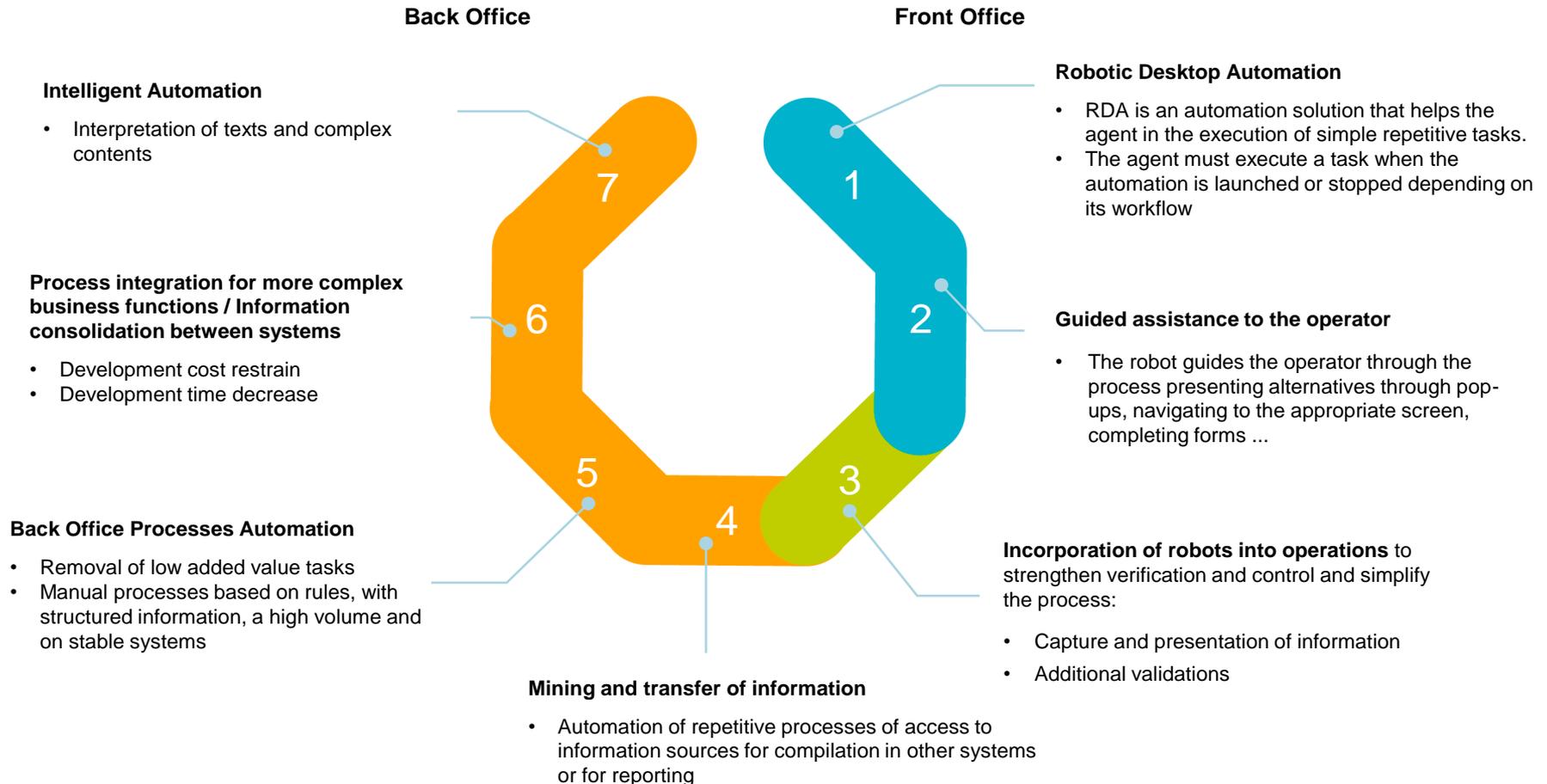
- Allocating agents to tasks of greater added value (resolution of incidents) and elimination of massive and repetitive tasks (closing report)



### Service Improvement

- Compliance with the SLA for closing claims in 48h by eliminating duplicate and repetitive tasks

# RPA applied to the Contact Centre and Commercial Services processes facilitate better customer care



Wherever there is a repetitive, massive and rule-based process, RPA can be applied.

# 04

## Why Indra?



# Why Indra?

Presence in  
**140**  
countries

Proprietary  
Solutions

Smart  
Water

End-to-end  
services

Preferred  
partner

“IT as the link between water operation and citizen”



**Maurizio De Stefano**  
Director  
Energy & Utilities

Ave. de Bruselas,35 | 28108 Alcobendas, Madrid | Spain  
Phone number: +34 93 463 25 08 | M: +34 699 83 75 40

[mdestefano@indra.es](mailto:mdestefano@indra.es)    [www.indracompany.com](http://www.indracompany.com)

