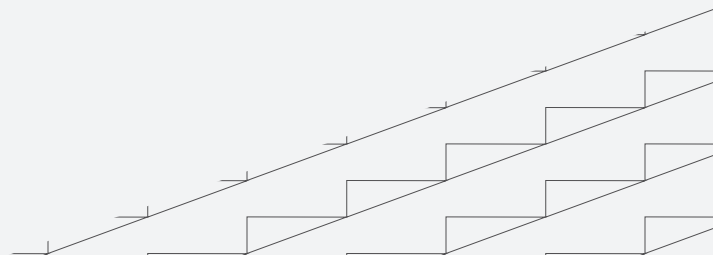# Kuwait's National Utility Provider Enhances Efficiency, Transparency, and Citizen-Centricity

Overview

Our client, Kuwait's sole utility provider, oversees the nationwide supply of electricity and water, including electricity generation, transmission, distribution, and retail, as well as water desalination, treatment, transportation, storage, and sales.

Tech Mahindra was selected as a strategic partner to deliver a comprehensive managed services project, encompassing infrastructure, SAP, and non-SAP applications. The latter supported critical business functions, like customer service, billing, and CRM.

Client Background and Challenge

As the national utility provider in Kuwait, our client oversees the supply of electricity and water across the country. In pursuit of modernization and efficiency, the organization faced several challenges:

- **Disparate and Unintegrated Applications**: Legacy and custom-built systems operated in silos, affecting end-to-end process visibility

- **Manual Asset Management:** Critical infrastructure was tracked using spreadsheets, with no real-time monitoring or preventive maintenance systems

- **Lack of Commercial and Customer Transparency:** Without unified systems for billing and customer management, the client witnessed a decline in customer confidence

- **Absence of Analytical Tools:** No decision support systems were in place to drive operational insights or strategic planning

Our Approach and Solution

Tech Mahindra managed both SAP and non-SAP applications for the client under a comprehensive managed services model. They took a phased approach that combined system consolidation, platform modernization, and integration of utility-specific applications. Key modules of the approach included:

- **SAP Core Systems Management:** Managed critical SAP components tailored for utilities, such as IS-U, CRM, Billing, HANA DB, BW, PM, MM, and MRS. This implementation became the operational backbone for billing, asset lifecycle management, customer interaction, and workforce scheduling.

- **Systems Integration via ESB:** Enabled end-to-end integration between previously siloed systems using our Grid Orchestration platform, supporting real-time data flow across customer, asset, and operational domains.

- **Domain-Specific Platforms:** Integrated a suite of targeted platforms to address key business functions in energy and utilities:

  - **Prepayment and Voucher Systems:** Implemented Kansys (prepaid billing platform) and 6DEE (voucher and e-top-up solution) to support flexible recharge-based billing models

  - **Meter Data Management:** Deployed Schneider Electric's MDM and HES to ensure accurate, real-time meter readings and enable automated meter-to-cash processing

  - **Customer Engagement:** Built a modern digital experience layer using MSDP enabled web/mobile portals along with custom apps to empower customers with self-service tools, billing visibility, and digital interaction
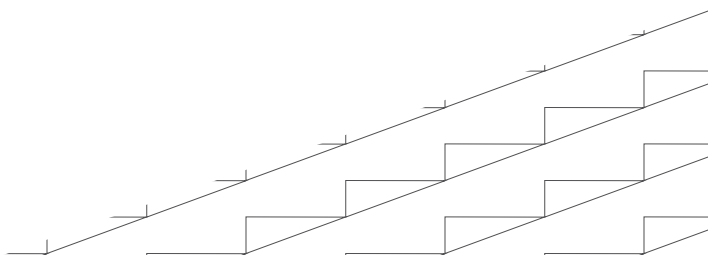
- **Enhanced IT Operations and Security:** Streamlined operations with IBM tools for ticketing, event correlation and analytics, and network management. Tech Mahindra also ensured enterprise-grade security through Utimaco HSM, PrimeKey PKI, Dell IAM/SSO, and McAfee ESM.

- **Intelligent Automation and Analytics:** Applied Connect-U framework led by RPA and SAP Conversational AI, enabling intelligent automation of workflows, improved service efficiency, and scalable, omnichannel customer support.

Business and Community Impact

The engagement with Tech Mahindra delivered outcomes that exceeded client expectations, particularly in scaling capabilities and managing a complex technology landscape.

- Strong collaboration with active participation from senior leadership and functional teams

- Noticeable decline in average resolution times for Trouble Tickets (TT) and Service Requests (SR)

- Smooth and effective change management with the client's participation

- Extensive adoption of SAP best practices

- Minimal need for customization

- Value-added delivery of long-pending enhancements to legacy prepayment systems

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 152,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit https://www.techmahindra.com

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