

Utilities Digital Services 2025 RadarView™ Excerpt

Powering efficient, adaptive, future-ready utilities with digital grid

August 2025



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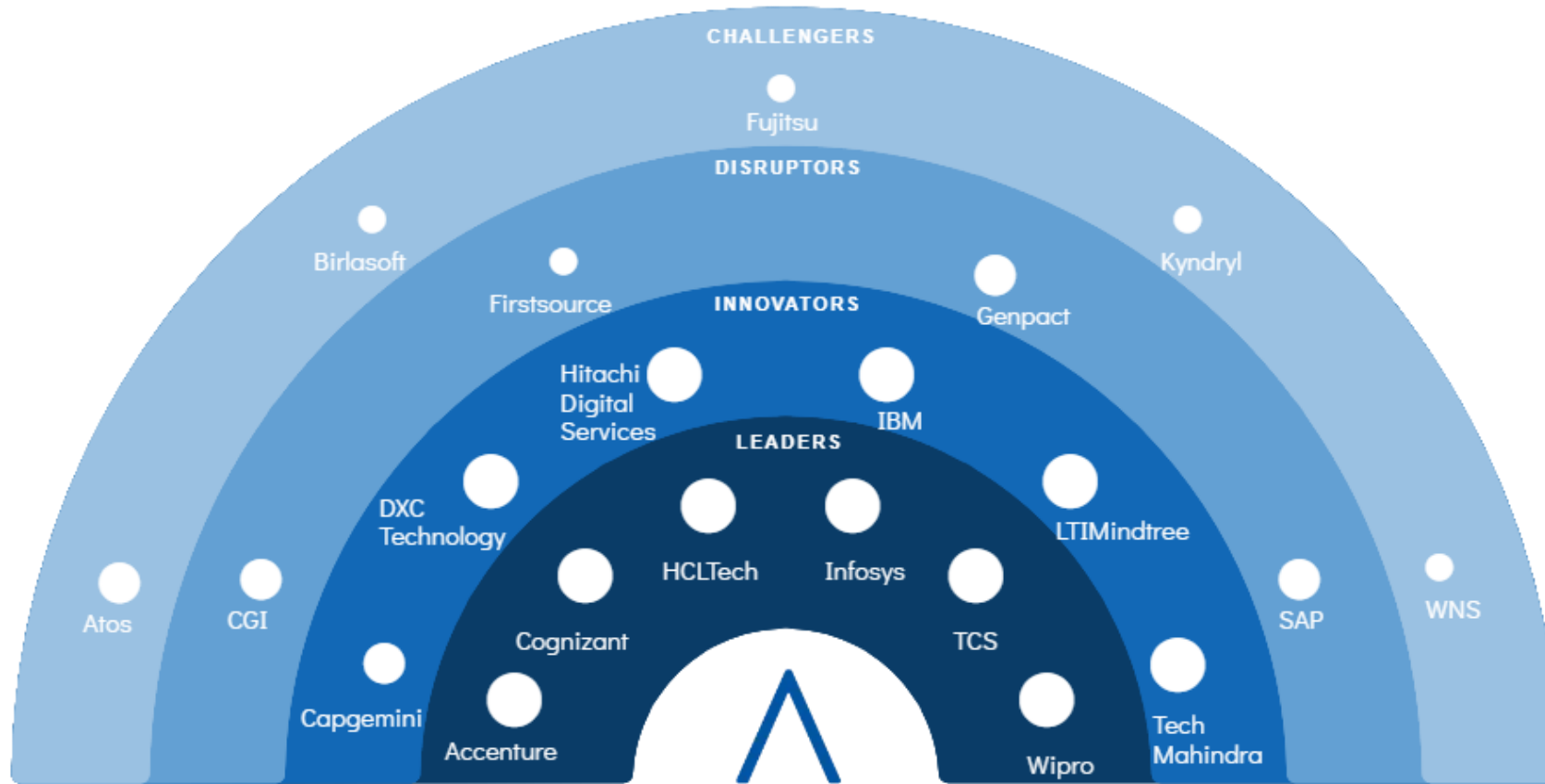
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Avasant recognizes 21 top-tier service providers supporting the utilities industry in digital transformation

Practice maturity ○ ○ ○



Service providers are modernizing utility infrastructure and operations by deploying advanced analytics and DERMS to enhance grid intelligence

Service providers use AI, IoT, and DERMS to boost grid reliability, optimize energy flow, enhance forecasting, and enable dynamic pricing. Listed below are notable trends and insights from the capability analysis of the 21 service providers.

Enterprise focus

Managing bidirectional power flows to optimize local energy distribution and enhance grid flexibility

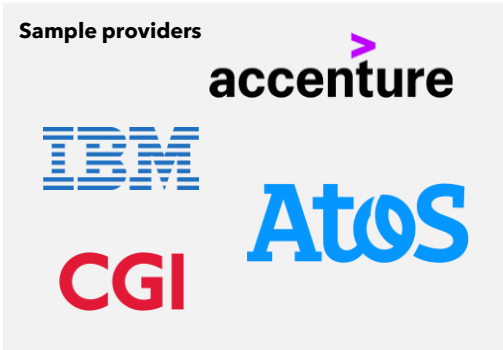
Integrating AI models to optimize load prediction, pricing strategies, and asset maintenance planning

Service provider initiatives

- Nearly 95% of service providers are leveraging real-time data and predictive analytics to enhance grid reliability, anticipate demand surges, and optimize asset performance.
- Around 74% of providers are deploying distributed energy resource management systems (DERMS) to help utilities monitor, control, and optimize distributed assets such as solar panels, battery storage, and microgrids.
- Almost 20% of service providers are currently integrating vehicle-to-grid (V2G) technologies, enabling electric vehicles to support grid stability through bidirectional energy flow.

- Nearly 81% of service providers are delivering AI models trained on time series data to help utilities enhance forecasting accuracy and support proactive grid management.
- Around 75% of service providers are implementing IoT-enabled platforms that gather real-time asset and consumption data, enabling dynamic pricing, optimized load distribution, and better asset health monitoring.

Illustrative examples*



*Logos used in this column are examples of service providers offering the initiatives. This is not an exhaustive list.

Sources: Avasant Research; percentages are based on capability discussions and publicly available sources for 21 service providers on specific solutions/offerings/IPs in the utilities space.

Service providers are enhancing grid operations, energy transactions, and billing efficiency

Service providers are implementing agentic AI for real-time grid control, deploying blockchain for secure energy trading, and integrating digital platforms to streamline billing processes. Listed below are notable trends and insights from the capability analysis of the 21 service providers.

Enterprise focus

Using AI with SCADA and IoT for automated grid monitoring and control

Using blockchain for energy trading, net metering, and carbon credits

Using Kraken and SAP BRIM for faster revenue cycles, dynamic pricing, and flexible billing

Service provider initiatives

- Nearly 50% the service providers are implementing agentic AI to automate complex grid-level decisions, enabling faster responses to fluctuating conditions and improving grid resilience.
- Almost 35% of providers are enabling AI agents to interface with SCADA and IoT systems for real-time automation of grid operations.

- More than 40% of service providers are deploying blockchain solutions to enable secure, transparent, and tamper-proof energy transactions, supporting greater trust and auditability across utility operations.
- Around 35% are leveraging smart contracts to facilitate peer-to-peer energy trading, virtual net metering, and carbon credit tracking to advance automation in decentralized energy ecosystems.

- Almost 10% of service providers are assisting utilities in adopting the Kraken platform to unify customer operations, enable flexible billing models, and access real-time insights into energy consumption.
- Around 15% of service providers are implementing SAP BRIM to help utilities streamline billing operations, enable dynamic pricing, and deliver personalized energy offerings.

Illustrative examples*

Sample providers



Infosys, SAP, HCLTech

Sample providers



FUJITSU, birlasoft, IBM, Capgemini

Sample providers



SAP, IBM, Infosys

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