Delivering Value for Energy and Utility Customers

SME

| Power Generation	Transmission & Distribution	Energy Retail	Management Functions	Customer Services

Business Intelligence, Data Analytics, Artificial Intelligence, Machine Learning

Asset Operations

Work and Asset Management

Field Service

Network Operations
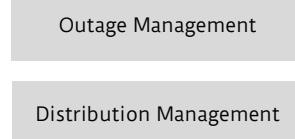
Outage Management

Distribution Management

Meter Operations

Meter Data Management
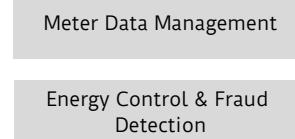
Energy Control & Fraud Detection

Customer Experience

Meter-to-Cash
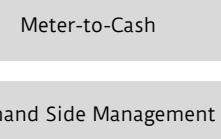
Demand Side Management

"SME provided exactly what was needed for Business Integration support in our Smart Grid/ Smart Meter program; expertise coupled with the drive and persistence needed to achieve business results, not just completed tasks." - Program Manager

Exelon.

SME...

IS a valued partner in client success.

TRANSFORMS data into actionable insights.

ENABLES clients to work smarter and faster.

The foundation for SME is built on industry specific experience. Many of our Subject Matter Experts have worked directly for utilities as a full time employee previously in their career. Our resources have "on the ground playing field" perspective as well as "sky-box" perspective. This is extremely valuable as we can relate our consulting work to practical and adoptable solutions specific for your industry trends and needs.

Our consulting is infused with innovation to provide next-generation support to the utility industry. We've combined deep industry expertise and end-to-end solutions to give you a competitive advantage.

SME

Our Subject Matter Experts Can
Help You *Power Up* Your ROI

Process Improvement

SME works not only on the project at hand, but with the in-house teams to equip them with knowledge and know-how for the future. We have seen great success in projects around situation analysis, business planning, process and performance measurement, and information flow analysis.

Benefit Realization Tracking

Due to our experience and knowledge of data and a focus on reporting, SME has been responsible for tracking both tangible and intangible benefits of an AMI project. Whether it is cost control, contractor budget management, truck rolls saved, break to fix cycles, etc. we can track it and present it.

Project Management

- Power Facility Outage Planning & Management
- Power Facility Outage Execution and Supervision
- Power Facility Outage Cost and Scheduling
- Purchasing and Procurement
- Materials and Inventory
- Safety and Environmental
- Business Case Development

AMI Organizational Readiness

We have supported organization readiness efforts in all our AMI project experiences. For example, SME's Business Readiness Lead has designed and delivered "how to" training for AMI meter reading exceptions, with clear instruction on urgency level, course of action, process to correct, and a clear business impact to understand priority of benefits to correct.

Budget Planning

SME approaches budgeting in a hybrid bottoms up and top down manner, starting with any top down information to provide the guidelines and "guardrails", and then getting a detailed view from the bottom of what's really needed to accomplish the work & scope. This meshes the expectations and reduces risk of budget surprises and overruns.

Call Center

The Call Center is your first line of defense and must be prepared for the various types of interactions. SME has led planning sessions, implemented new scripting, and trained resources on how to handle new technology. New technology can bring many changes and our change management experience will help ease that transition especially if new reporting and metrics will be available.

Business Readiness Planning

From training to organization structure and design we can design and provide experience on what will work and where there will be struggles. Business readiness may come in phases for short term project needs to long term project success. SME also provides our clients with necessary road mapping needs.

Risk Management

Besides our industry and AMI experience, SME also consults on and believes in a focus on risk management and mitigation centered around quality improvement. Internally and externally for our customer projects we utilize six sigma, LEAN, and QI improvement practices. This is applied to safety, environmental, financial and operational project activities.

Metrics & Reporting

SME has superior expertise in metrics & reporting. We utilize many Six Sigma principles in our approach starting with clear operational definitions of Program metrics and a strong baseline of current performance. We instill a strong data collection process to assure all data is collected with high quality so there is confidence in the results. A single version of the truth is critical.