

The logo for 'enzen' is a white hexagon with the word 'enzen' in lowercase white letters inside. It is positioned on an orange vertical bar on the left side of the image.

enzen

achieve | change

Delivering transformative
advantage for your business



Transforming utilities for long-term competitive success

In an industry undergoing huge disruptive change, we provide utilities with transformative strategies and proven methodologies to ensure sustainable success.

Unlike other consulting businesses who concentrate on specific elements of a value chain, our Business Transformation division offers complete end-to-end solutions focused on positive outcomes.

We work across the value chain from production, generation, transmission and distribution to distributed generation, retail, metering and consumption.

Whether it's strategic frameworks, disruptive business models, technological products, due diligence, solutions and models, we'll harness our team of global knowledge experts and their practical experience in delivery.

We'll tell you what needs to be done and the best way to do it. Then we'll deliver it in a way that will transform your organisation for the better for the long-term by operating your business as a managed service.

Our Business Transformation division is divided into five Centres of Excellence: **Strategic Insights, Smarter Cities, Customer Excellence, Transaction Advisory** and **Utility Transformation**.

Each one is led by specialist knowledge practitioners with the industry expertise and experience to deliver tangible business outcomes.



Regulated energy and water utilities are subject to constant changes due to regulations, technologies, markets and customer behaviours.

This requires utilities to adopt pragmatic grassroot level changes. Enzen's Utility Transformation team helps energy and water businesses to be effective and efficient by implementing bottom-up change involving their customers, employees, supply chain, delivery partners and shareholders.

The Utility Transformation team has built reference models for each sector of the utilities industry, including generation, transmission, distribution, retail, distributed generation, metering, operations and consumption across electricity, gas and water.

Leveraging these reference models, we can enable utilities to reduce operating expenditure, optimise capital expenditure and increase revenue and incentives.

Enzen leverages a rapid diagnostic methodology to identify where change is required. Once established we take a practitioner approach, working with people on the ground to deliver the transformation.

What's more, because we know the results we can deliver, we'll share the risk and rewards with our customers, so everyone achieves the best outcome.

- Total Asset Management
- Zen Servitization Framework
- Zen Multi-Utility Accelerator
- Workforce Optimisation
- Regulatory Analytics Transformation
- ZenServe Field Force Aggregator

With more than half of the world's population residing in cities, improving the cost and standard of living in urban populations is essential.

Enzen has established a global Smarter Cities Centre of Excellence in recognition of the critical relationship energy and water infrastructure has with the sustainability agendas of modern cities.

Thanks to the breadth and depth of our knowledge and experience across energy, water, smart technology, transport and infrastructure, we can create tailored solutions to the changing urban landscape.

Ultimately, and whatever the output, we'll deliver efficiency and sustainability for our customers that improves the safety, cost and quality of life of citizens.

- Smarter City Master Planning
- ZenESCO Energy Service Model
- ZenCity Smart City Framework
- ZenLight Framework
- ZenInvest Public Private Models
- ZenCharge EV Charging Framework





The ever-changing world of energy and water is seeing a rising trend in consolidations, acquisitions and mergers.

Such a market scenario necessitates a fast, mature specialist who can offer proven ways to handle such transactions. Through our Transaction Advisory Centre of Excellence, you'll have access to first-class Mergers and Acquisition professionals specialising in the energy sector.

We've supported and collaborated with companies around the world, from energy suppliers to major asset infrastructure investors and leading financial institutions who own and operate energy and water companies.

Thanks to our experience and specialisation in energy and water, we can deliver strategic advisory, due diligence and financial management services that generate tangible business benefits.

- Due diligence
- Buy / sell side
- Cost optimisation
- Business planning
- Day-1 readiness
- Post-sale separation

As customer expectations on service providers increase, delivering world-class Customer Experience (CX) is no longer a luxury but a necessity.

Excellence in customer service is an essential business model for success, and the best performing companies are those which provide a differentiated experience that adds value for customers.

Through our CX Centre of Excellence, we'll help your organisation create a world-class experience for customers. It will align what matters most to customers with your organisation's strengths and commercial ambitions.

While we understand customers and what makes them tick, we'll remain open-minded, inquisitive and with a perpetual curiosity for improving CX for all involved.

Plus, we'll bring innovation, governance, best-in-class design and activation to every step of the value chain.

- Customer Experience Strategy and Activation
- Employee Experience Strategy and Activation
- Customer Performance Management
- Customer Feedback Platform
- Customer Experience Behaviour Change Model
- Customer Valuation Assessment

Our Strategic Insights Centre of Excellence will be an intellectual partner on your journey of transformational growth.

Our goal is to understand your organisation better than anyone, and then help you navigate the changing business landscape by visualising future scenarios, designing solutions and showing how they can be implemented in the most cost-effective way.

We pride ourselves not just on the quality of our strategic advice, but holding ourselves accountable for the benefits and outcomes of the advice we give.

So, whatever your long-term strategic objectives, we have the knowledge and expertise to help you achieve them, and the integrity and self-belief to share the risk and reward of the services we offer.

- Regulatory Advice
- Business Strategy
- Transformation Strategy
- Strategy Consulting
- New Business Models



**If you would like to find out more
about how our Global Business
Transformation team can help
you, please contact:**

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