

# Power and Utilities Industry – Software and Platforms

A research report comparing vendor strengths,  
challenges and competitive differentiators



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The global Power & Utilities Industry continues to be affected by the steadily increasing demand for renewable energy sources and sustainability, government regulations, smart cities, electric mobility, geopolitical situations, adverse climate changes, and rising fossil fuel prices.

Post the COVID-19 pandemic peak, utilities are looking to invest in new-age technologies and infrastructure to improve resiliency and reliability as extreme weather conditions drive capital spending. With aging assets and infrastructure, such as power stations, gas pipelines, electricity cables and substations, power and utility companies need to focus on asset maintenance and management to ensure that the operations run effectively.

### The path forward in 2023

Moving into 2023, the Power & Utilities Industry will have to double down on its focus on asset management to fight challenges around clean energy, reliability, resiliency and security.

In addition, various government regulations such as the Inflation Reduction Act (IRA) of 2022 and the Infrastructure Investment and Jobs Act (IIJA) of 2021 will prompt investments by the U.S. utilities sector in infrastructure and cleantech. Globally, the Power & Utilities Industry will continue to focus on new business models, asset maintenance, customer experience, financial performance and operational efficiency.

Utilities will look to adopt a sound digital asset management strategy to manage asset inventory, downtime and utilization. Essentially, utilities will seek enterprise asset management (EAM) and field service management software/products that can demonstrate the ability to integrate strong digital technologies and innovation capabilities around data and analytics, cybersecurity, machine learning and AI.



This IPL study, Power & Utilities Industry Software and Platforms, aims to **understand** key industry **challenges** and **assess** software vendor **capabilities**.

Simplified Illustration Source: ISG 2023

**Enterprise Asset Management  
Software Solutions**

**The ISG Provider Lens™ study offers business and IT decision-makers in power & utility companies the following:**

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments based on their competitive strengths and portfolio attractiveness
- A view of the global market

Our study serves as an important decision-making basis for positioning key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements with utilities.



### Definition

This quadrant assesses EAM vendors offering software solutions in the power & utilities space. EAM software solutions enable managing and maintaining assets owned by a company throughout the lifecycle starting from capital planning and procurement through installation, performance, maintenance, compliance and risk management to asset disposal.

#### Eligibility Criteria

1. Exposure to **developing and implementing EAM software** for clients in the power & utilities industry

2. Demonstrate **successful software implementation** (standalone or with services partners) (past/present) with at least three power & utility companies

3. The software has at least two of the following **capabilities related to EAM**:

- \* Asset health management
- \* Failure prediction
- \* Work and labor management

- \* Supply chain transformation
- \* MRO management
- \* Computerized maintenance management system (CMMS)

- \* Controls management
- \* Warranty management
- \* Geographic information system (GIS)

- \* Digital EAM solutions (based on AI and machine learning)
- \* Analytics and reporting
- \* SCADA
- \* Predictive maintenance

4. The product/software demonstrates **integration**

**capabilities** around next-gen technologies, including automation, analytics, IoT, AI, cybersecurity, cloud and blockchain

5. Demonstrate **strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in power & utilities

6. Offer **referenceable power & utilities case studies** for various solutions across the value chain

7. Supports multiple **platforms and cloud-based deployment capabilities**



## Quadrants By Region

As part of this ISG Provider Lens™ quadrant study, we are introducing the following one software solution quadrant on Power & Utilities Industry – Software and Platforms 2023.

Quadrant	Global
Enterprise Asset Management (EAM) Software Solutions	✓



The research phase falls in the period between January and February 2023, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in June 2023.

Milestones	Beginning	End
Survey Launch	January 16, 2023	
Survey Phase	January 16, 2023	February 10, 2023
Sneak Preview	May 2023	May 2023
Press Release & Publication	June 2023	

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2023 research agenda

Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to the instructions provided in the invitation email to generate a new password. We look forward to your participation!

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



### ISG Star of Excellence™ – Call for nominations

The Star of Excellence™ is an independent recognition of excellent service delivery based on the Voice of the Customer concept. The Star of Excellence is a program, designed by ISG, to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments. To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence [website](#).

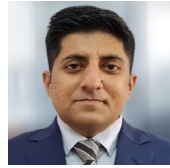
We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply. Here is the email address: [ISG.star@isg-one.com](mailto:ISG.star@isg-one.com)



## Contacts For This Study



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### ISG Provider Lens™ Advisors Involvement Program

ISG Provider Lens™ offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT).

The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct.

ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

### ISG Advisors to this study



Bob  
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**Partner – Energy & Utilities, US**



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Korey  
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Anthony  
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**Director – EMEA**



Troy  
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**APAC Digital Lead & VIC Regional Manager – Australia**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

Accurent	DNV	OSIsoft
Aclara Technologies	Doxee	PSI AG
Aspen Tech	EnergyCAP	PTC
Asseco Group	GE Vernova	Ramco
AssetWorks	Hexagon	River Logic
Axios Systems	Hitachi Energy	SAP
Bentley Systems	IBM	ServiceMax
Brightly	IFS AB	Siemens
Capita Software	Infor	
CGI	IPS	
Circadian	Landis+Gyr	
Cisco	Mainpac	
Dassault Systemes	Oracle	



## About Our Company & Research

### ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens research, please visit this [webpage](#).

### ISG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research subscriptions, please email [contact@isg-one.com](mailto:contact@isg-one.com), call +1.203.454.3900, or visit [research.isg-one.com](https://research.isg-one.com).

### ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 800 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis.

Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit [www.isg-one.com](https://www.isg-one.com).





**JANUARY, 2023**

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