



Let's go further

EG Utility Användarträff 2018

Mikkel Bardram, CEO

A leading Scandinavian technology company



12,500 customers



1,900 employees



+ 100 technologies



40 years



25 offices



4 countries



Investments of DKK +300 mill.

Our relationships with our 12,500 customers are our biggest asset



12,500 customers



500,000 users

10,000,000 customers' customers



Our vision: Enabling our customers to become industry leaders



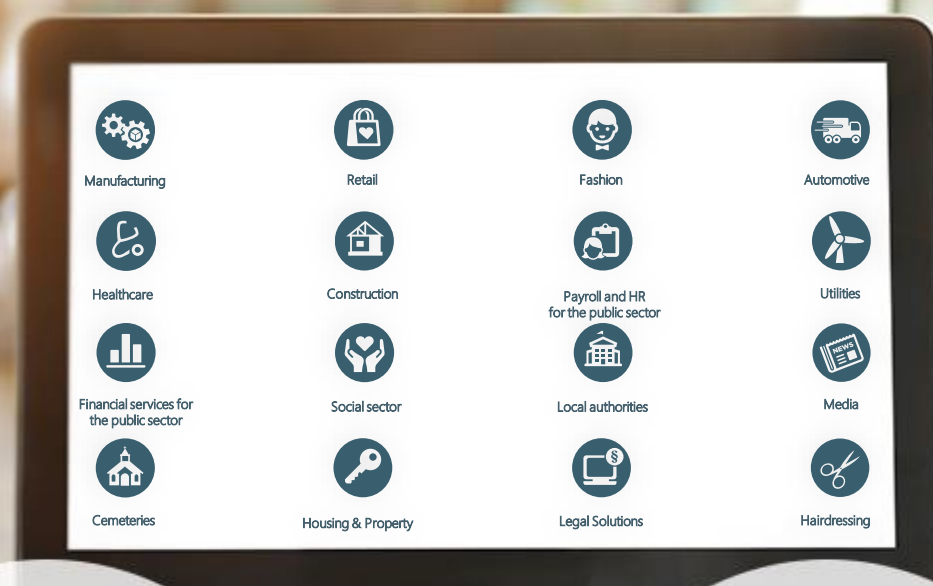
Our vision: Enabling our customers to become industry leaders

Our mission: Empowering our customers to go further by putting industry leading solutions to work



We know and understand your industry

You will always find us at a location near you and close to your business



Our employees in a partnership for the long term have many years of experience working either in or for your industry.

EG takes responsibility to ensure that our customers gain value from new technologies



Social media – offers new opportunities for building expectations: Facebook, Twitter, Wikipedia, LinkedIn, Pinterest.



Mobility – offers new opportunities for participation, interaction, consumption and work: lead capturing, order registration, service fulfilment, work from anywhere.



Analytics – offers new opportunities for making better decisions: performance management, KPI measurement, ABC costing.



Cloud – offers new opportunities for virtualisation and use of IT infrastructure and applications as a service: Microsoft Dynamics 365, Ariba, Azure, Google App Engine, Salesforce.com.



Internet of Things – makes it possible to connect and transmit data from any object: Smart Home, maintenance, track and trace.



Machine learning / AI – makes it possible to analyse and organise huge amounts of data: optimisation of cancer prevention, recommended related products (Amazon), fight against fraud.



VR/AR – makes it possible to bring fantasy worlds to reality and/or to combine them with the real world: Pokemon Go, Acrossair, Star chart.



Robotics – makes it possible to let robots take over physical work: self-driving cars, drone taxis, customer service robots.

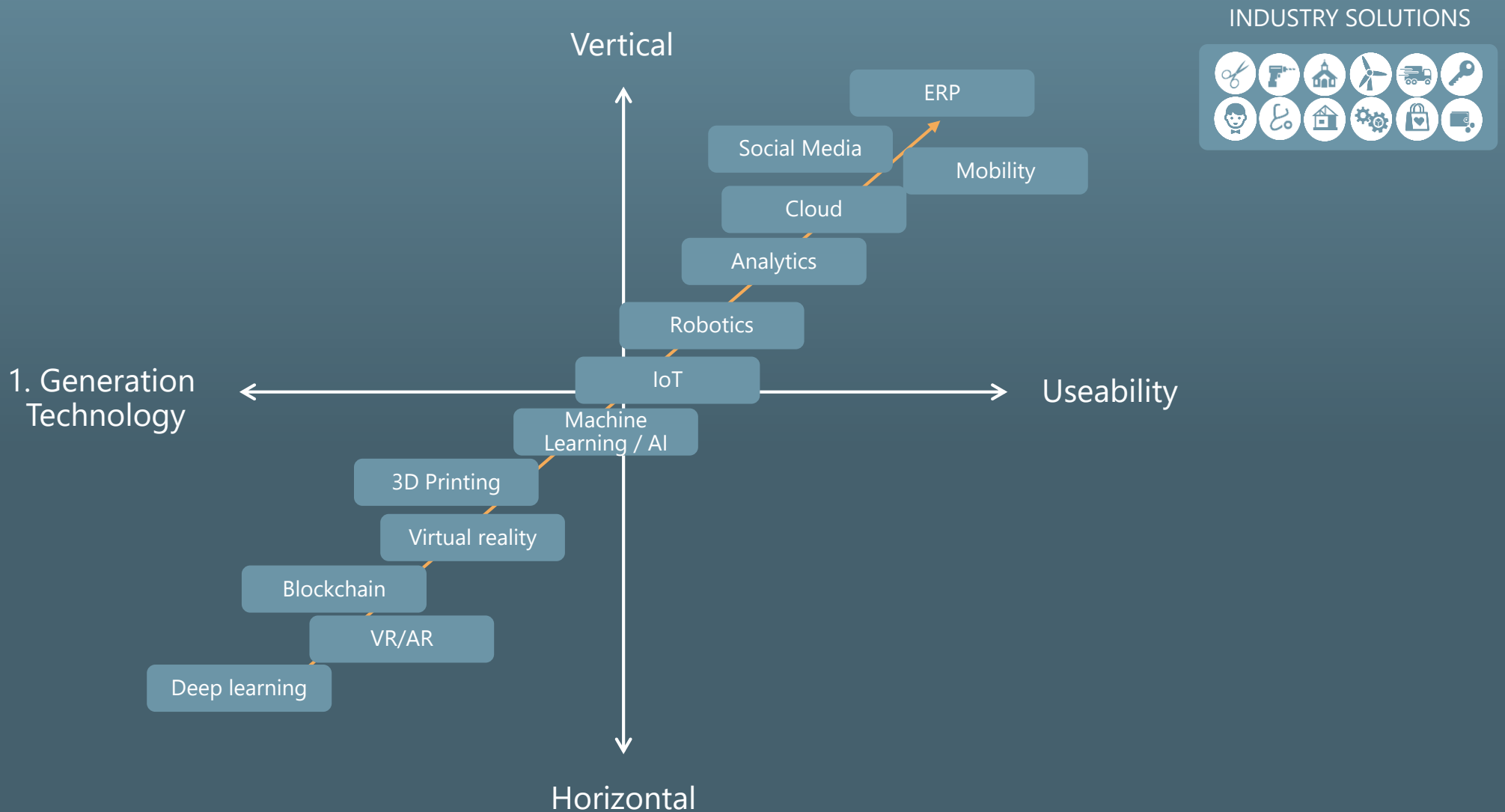


3D printing – enables the printing of houses, spare parts, food: R&D prototyping, printing spare parts at sea.



Blockchain – enables the development of secure encryption: Bitcoin, substitute for paper traces of legal documents.

Solutions are maturing faster and are more accessible



The upside is there for SMB



ENTERPRISES





SMB

- Faster decisions
- Knows the company in detail
- More agile
- Less mature = Bigger upside

Unleashing the digital potential in Utility

Utility Value Chain



Growth Drivers	ENABLE DATA-DRIVEN DECISION-MAKING 	DIGITISE BUSINESS PROCESSES 	ENGAGE CUSTOMERS 	REDUCE IT COMPLEXITY 	GAIN NEW COMPETITIVE ADVANTAGES 
Capability	<ul style="list-style-type: none"> Transforming data to value 	<ul style="list-style-type: none"> Empower employees Omni Channel and Customer Journey 	<ul style="list-style-type: none"> Self-service Mobile Apps Loyalty & individualization 	<ul style="list-style-type: none"> Cost effectiveness Operational efficiency 	<ul style="list-style-type: none"> The connected ecosystem Smart grids/home & automation Partnerships
Technology	<ul style="list-style-type: none"> Analytics Machine Learning AI and machine learning 	<ul style="list-style-type: none"> Mobility Robotics Blockchain ERP 	<ul style="list-style-type: none"> Social Media VR / AR Mobility Analytics and AI CEM 	<ul style="list-style-type: none"> Cloud 	<ul style="list-style-type: none"> IoT Robotics Analytics

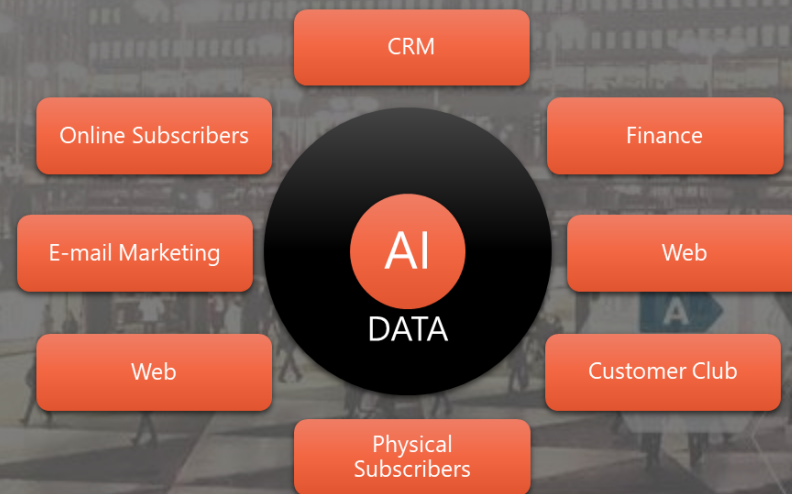
A look at what companies are doing in other industries



Business Challenges

- Decreasing revenue on traditional services
- Decreasing customer loyalty
- Strong competition from new players in the market

The Solution





M E D I E H U S E T
H E R N I N G F O L K E B L A D



2.10m



Let's go further

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