

# Business Consulting

## Energy and utilities

Our Business Consulting team has a wealth of consulting experience in the energy and utilities sector both nationally and internationally. We provide bespoke consultancy services to some of Ireland's largest energy and utility organisations, supporting them in delivering efficient operations and achieving their strategic objectives. The breadth of our client base has allowed us to gain valuable insight into the complexity and the variety of issues facing the sector.

### The energy revolution

The Irish energy sector is now on the cusp of the most significant transformation since rural electrification, both in terms of tangible infrastructure and new policies. Integrated Single Electricity Market (I-SEM), the North-South Interconnector and the Renewable Heat Incentive (RHI) are examples of projects which will drive change in the Irish energy market. The challenge for the energy industry is to consider these changes while addressing evolving customer requirements and adverse public perception. Against a backdrop of change, companies in the sector need to be lean and adaptable in order to thrive and survive.

### Our integrated range of services



#### Strategic advisory

- strategic planning;
- economic impact assessment; and
- functional and business unit strategy.



#### Business transformation

- programme, project and change management;
- communications and stakeholder engagement; and
- Target Operating Model (TOM) development.



#### Operational excellence

- business process re-engineering;
- cost transformation; and
- customer value analysis.



## Maintaining market share

The Irish energy sector is becoming increasingly competitive, comprising of customers with the highest switching rate in the EU. As a result, market share across energy suppliers is shifting. Suppliers are faced with the challenge of both reducing costs and transforming offerings in order to attract and retain customers. It is vitally important that key indicators are monitored and improvement initiatives are successfully delivered to ensure that suppliers maintain pace with customer requirements.

At Grant Thornton we have a proven track record of developing and implementing improvement initiatives for utility companies, helping them to strengthen their position in the market.

## Adapting to change

EU directives and increasing public consultation requirements are having an ever increasing impact on Irish utility companies. Coupled with dispersed generation and diversified energy consumption, the utility landscape in Ireland is changing. Issues such as protecting data, maintaining grid stability and gaining public acceptance will need to be addressed.

Our Business Consulting Energy team has delivered transformation programmes and operational improvement projects to ensure that utility companies adapt to this changing environment.

## Our dedicated Energy sector team

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