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# The digital transformation of energy suppliers

From process digitalization to ecosystem business models

White paper | November 2020



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# Shaping the digital transformation

Customer expectations are on the rise and technology is advancing rapidly. Companies are hard-pressed to keep pace, let alone stay ahead of the game and gain a sustainable competitive advantage. The energy sector is not immune to this mounting pressure; it, too, is feeling the squeeze.

With this surge in digitalization, energy suppliers simply cannot settle for being mere energy pipelines. To put their business on a sustainable footing, they will have to tap the transformative potential of digitalization to establish new customer-centric solutions and business models on the market.

But how can energy suppliers shape the digital transformation to ensure their long-term success? This white paper maps out a few avenues of approach that take into account the changes afoot in the industry. For one, it focuses on the potential of digitalization for energy suppliers. For the other, it highlights the opportunities presented by a partnership-driven, ecosystem- and platform-based approach that sets the stage for cross-industry collaboration and interdisciplinary problem-solving.