

#NEWRESEARCH

DECEMBER WEBINAR: PREPARING CUSTOMER ENGAGEMENT PROFESSIONALS FOR UNCERTAIN FUTURE



Be Agile
Hear Leading Business Strategies for Embracing Change and Speed.

Presented by:
TMG Consulting
ORACLE Utilities

Webinar:
The Customer Platform of the Future: Engaging, Automated, and Agile
Thursday, December 7
2:00 pm EST

Learn More:
[www.tmgconsulting.com/TMG-Events/Webinar: The Customer Platform of the Future](http://www.tmgconsulting.com/TMG-Events/Webinar-The-Customer-Platform-of-the-Future)
512.993.6331 | www.tmgconsulting.com | Twitter: @TMG4U

Industry-Leading Firms, TMG Consulting and Oracle Utilities, will be hosting:

“The Customer Platform of the Future: Engaging, Automated, and Agile”. It will be held on Thursday, December 7 at 2:00 PM EST.

TMG Consulting, with deep expertise managing IT system procurements for utilities, notes that agility should be a leading consideration of system acquisition. “Faced with the need to continuously evolve customer engagement practices, utility companies need systems that can be easily modified to meet the needs of the ‘customer of the future’. Without knowing exactly what that future will look like, system agility is paramount,” says Jim Hendershot, a Senior Consultant with TMG Consulting who will be presenting on the webinar.

Also presenting is Heather Roth from Oracle Utilities. The two customer engagement experts will share analysis into the practices of utilities leading customer engagement while, at the same time, providing safe, affordable, and reliable service.

Key Takeaways

- **Uncover** disruptive customer-related factors forcing utilities to change
- **Hear** new research about what customers want now and where utilities are falling short
- **Understand** how to evaluate customer platforms and their ability to accommodate your future customer vision
- **Learn** how to incorporate the three keys to success into your strategy: engagement, automation and agility
- **Develop** an innovation strategy that allows for agility while preserving reliability

The webinar is designed for utility executives, directors, managers, and stakeholders focused on customer operations, experience, care, service, and success alongside marketers and IT teams. It is complimentary; those who wish to attend can register on [TMG Consulting's website](http://www.tmgconsulting.com).

#SPOTLIGHTS

- [Utility Market Connections Vendor Profile: Cultivating Solutions Through Innovation, at Open](#)

#INDUSTRYNEWS

- [What do Millennials Want from Their Energy Providers?](#)
- [Duke Energy's Plan to Strengthen South Carolina's Energy Grid will Create Jobs, Grow State Economy](#)
- [Florida Power & Light Company Honored for Technology Innovatoin to Predict and Prevent Power Outages](#)
- [DOE Identifies Possible Microgrid Opportunities in Puerto Rico](#)

#TMGNEWS

- [Upcoming Webinar to Help Utility Customer Engagement Professionals Prepare for Uncertain Future](#)
- [Key Takeaways from the TMG Utility Forum](#)
- [Presentations from the TMG Utility Forum Available on the Resource Library](#)

#ARTICLES

- [The Disconnect Between the Deployment and Management of Utility Digital Channels](#)

#RESEARCH

- [Research Report: Evolution of Digital Engagement 2017 \(Part 1\)](#)

#EVENTS

- Webinar – The Customer Platform of the Future, December 7, 2017, 2:00 PM EST.
[Click here to register.](#)
- Oracle Utilities User Group Conference, February 27 – March 1, 2018, New Orleans, LA.
[Click here to register.](#)
- CS Week, April 30 – May 4, 2018, Tampa, FL.
[Click here to register.](#)
- TMG Utility Forum: Managing Disruption, October 2018, Las Vegas, NV.
[Click here for more information.](#)