

Challenges in the Energy Sector

- Transformation
- Digital Competitors/ Startups
- Ecosystems, Partnering
- New Markets

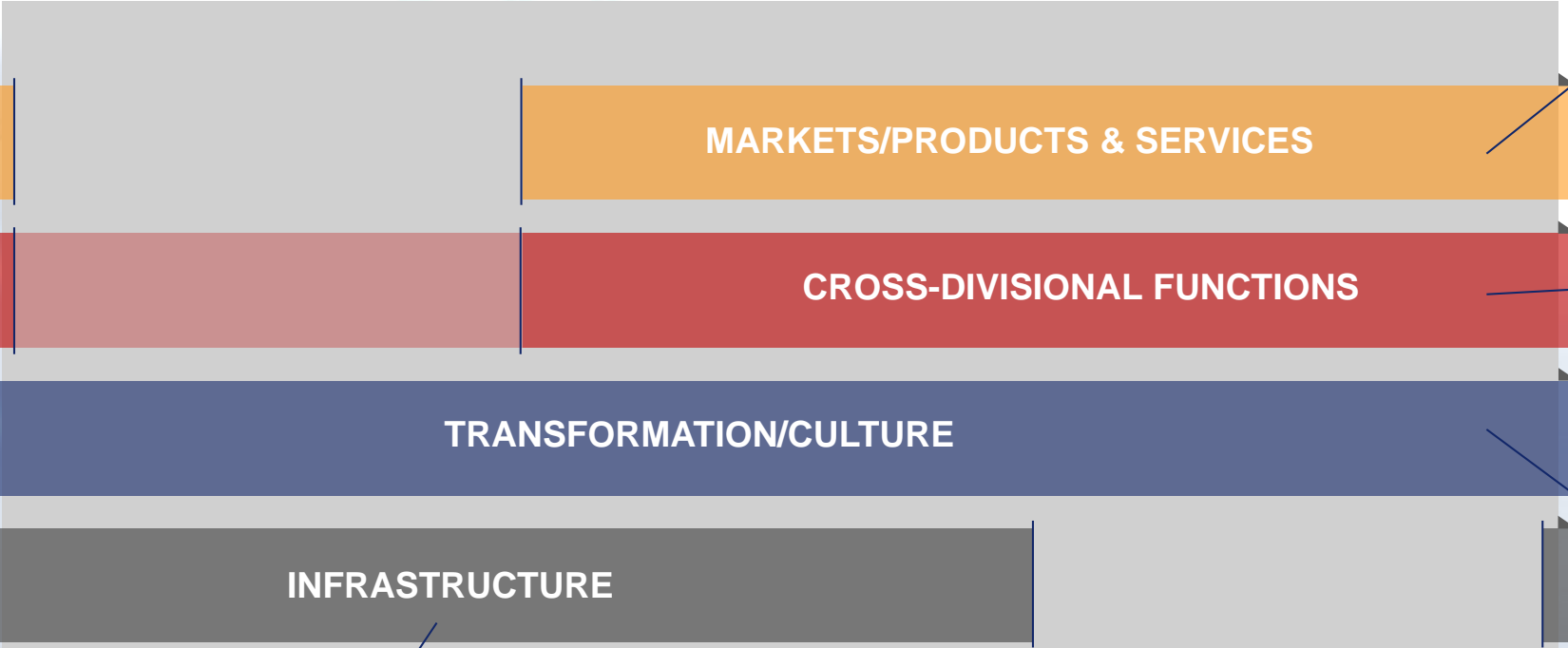


Generation/Trade

Grid

Sales

- New/Digital Business Models
- Customer Experience Mgmt.
- Omnichannel
- Product Life Cycle Management
- Customer Analytics



MARKETS/PRODUCTS & SERVICES

CROSS-DIVISIONAL FUNCTIONS

TRANSFORMATION/CULTURE

INFRASTRUCTURE

- Efficiency
- Automation
- Analytics
- New Work
- Agility, Innovation
- War for Talent/ Digital Natives
- Skills Management, TWFM

- IT/OT Convergence
- Smart Grid/Metering
- Industry 4.0
- IT/OT Security
- Cloud, IoT
- Cost Pressure, Regulation