Zero Dependency:
Empowering Thames Water to own its digital transformation

The Challenge

To help Thames Water decouple from complex and costly legacy technology contracts, migrate to modern cloud-based platforms, and build a team of skilled system engineers.

The Solution

Implement our "Zero Dependency model", so Thames Water can free itself from legacy licences and technology and to ensure it is entirely self-sufficient in the future.

Why?

- The company has unique digital needs for its 15 million customers.
- To take full autonomy and be in charge of its own technology-agnostic cloud platforms.
- Future-proof ongoing digital transformation by becoming a cloud-first business.
- Become free from reliance on any partner – including us.

How?

- Decoupling from complex and costly legacy technology contracts.
- Migrating to modern cloud-based platforms.
- Designing and implementing some of Thames Water's new cloud platforms.
- Building a team of skilled system engineers with our 12-18 months in-house training.
- Establishing an in-house Systems Integrator (SI) function to power its ongoing digital transformation.

Results

- Zero Dependency on external suppliers.
- Accelerated journey to modern cloud platforms.
- Significant cost reduction.
- Increased internal digital skills, level and range.
- Deliver compelling customer experiences.
- Fuel operational enhancements with better insights.
- Become a service – not a system.
- Employees accelerate their careers in a vastly reduced timeframe.

Mike Potter, Executive Director, Digital Transformation & Group CIO: "Tecknuovo is delivering exactly what we needed: complete control of our digital journey across people, processes and technology. They have done this as a true business partner that is focused only on our needs as a client – something that is very rare indeed."

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