

From risk to *AI powered* resilience.

Modernizing at speed: Utility Services company delivers 40% faster and releases 10x quicker.

For more than four decades, this U.S. Utility Services company has helped keep critical 811 call-routing services running across 17+ states, supporting infrastructure that people rely on every day. But behind the scenes, its mission-critical GPrism platform was showing its age. Manual release cycles took more than 40 hours, testing was largely manual, and vital system knowledge was concentrated in a single individual, creating risk for a business that operates around the clock.

To prepare for the future, Utility Services company partnered with Capgemini to modernize GPrism through an Agentic-First approach. Rather than simply replacing legacy technology, the team transformed decades of application logic into machine-readable specifications, rebuilt the platform on a modern cloud-native architecture, and embedded AI-powered testing, security, and deployment automation throughout the software lifecycle.

The results were transformative. Release cycles accelerated by **10x**, delivery speeds improved by **40%+**, and deployments that once required more than 40 hours could now be completed in approximately four. Automated testing reduced QA bottlenecks, security risks were lowered, and critical business knowledge was preserved for future teams. Today, this company has a more resilient, scalable platform that enables faster innovation while maintaining the reliability its customers expect from a service that never stops.

Our local teams work side-by-side with clients, creating outcomes that can scale, ***Right here. Right now.***