Importance Ecosystem in utility company. Paper details: To discuss the importance of ecosystem in a utility/power company and it's operational and economical impacts. And also to highlight the role of digitization, which is already achieved within the said company. Brief idea about the company: it is power and water utility company, and the sole provider in the city. They are a very customer centeric company, providing customers with all means to enhance the customer experience. However, i want to highlight that even though thr company is thriving in customer service and day to day operations, there is still a gap within the company between the stakeholders -(Asset directorate, operation directorate and Operations directorate) when it comes to new projects which cost5the company time and money.