

There's a smarter way of driving efficiency



SMARTER SERVICE

Existing and extended smart meter trials enable you to get to grips with the processes and technology you'll need to make the best of the opportunities that smart metering presents to energy suppliers.

In response to positive feedback generated from our proof of concept Smart Office, we are delighted to announce the launch of the virtual Smart Office – a software as a service (SaaS) Smart Office environment, within which you can pilot new smart retail products and services with existing or planned smart customer groups, without the need for significant capital expenditure on hardware or software licences.

As Ovum said in their 2010 Trends to Watch: Utilities Technology brief

“Logica developed its Smart Office product with the UK market in mind, due to the intense competition and high incidence rates of customer switching in the country. Those utilities quickest to deploy these kinds of technologies are those which will reap the benefits before their competitors.”

Developed on the Cordys business operations platform (BOP), the virtual Smart Office provides hot desks, which you can rent on a per meter per month basis, that come equipped with the basic building blocks for developing, implementing and managing new smart products and services.

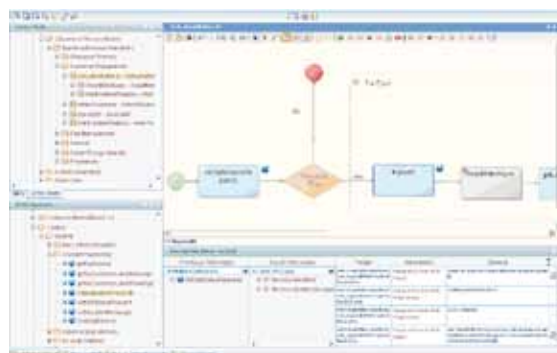


Figure 1: The business process management (BPM) component of the Cordys business operations platform (BOP)

First designed for extended smart meter trials, the virtual Smart Office includes the published set of Logica Instant Energy web services for communicating with smart meters. As well as ready access to rich smart meter data and functionality, the virtual Smart Office comes with web services for engaging with customers via SMS, email and iGoogle gadgets and maintaining a full audit log of Smart Office activity.

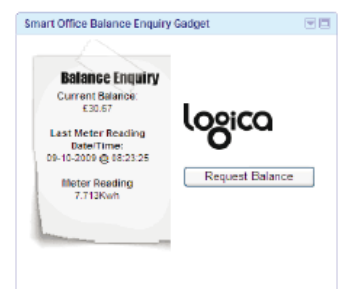


Figure 2: A balance enquiry iGoogle gadget

Our Smart Office service can add value to your smart metering trials

The virtual Smart Office can be integrated with your legacy systems through bespoke web services or, in the case of enterprise resource planning (ERP) products such as SAP IS-U, by importing standard published web services, such as from SAP's Enterprise Services Repository.

The virtual Smart Office also comes with a selection of process templates that show how to use the environment to create innovative smart service offerings. Example processes demonstrate how the virtual Smart Office can be used for smarter debt management and smarter customer engagement through a variety of communication channels.

As well as enabling differentiation through innovative smart products and services, the Smart Office service can also be used as a tool for managing anticipated high levels of change to regulated industry processes that will be needed to accommodate smart. It can also provide a contingency against any slippage in in-flight transformation programmes and/or delivery dates for smart upgrades to suppliers' ERP solutions.

You can buy the Smart Office service on a per meter/per month basis¹, initially sized for extended trials of several hundreds of thousands of meters. As an optional extra to the BPM capability, we can provide a hosted meter data management (MDM) service, based on either OSISOFT PI or eMeter Energy IP. Alternatively, you can access your own MDM products by importing MDM web services into the BPM environment. Smart Office pricing also includes on-site business and technical consultancy to help you get to know the Smart Office environment, develop compelling business cases for a smart rollout and start offering value-added smart services.

¹ Subject to minimum meter volumes and contract durations.

About Cordys:

Cordys is a global provider of software for business process innovation and enterprise cloud orchestration. The industry-leading Cordys Business Operations Platform (BOP) consists of a complete suite for next generation business process management (BPM), business activity monitoring (BAM) and innovative SaaS deployment frameworks (SDF), delivering a complete platform as a service (PaaS) solution.

Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses.

Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs.

Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG).

More information is available at www.logica.com

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