



## Inspiring bright ideas

The utilities sector is entering an era of unparalleled change.


**Demand for energy continues to rise.** But supply in the form of fossil fuel is running out. Many of the world's reserves are now in areas affected by political uncertainty. Security of supply is key but the aging infrastructure is often struggling to cope with peak demands.

**Climate change has contributed to irregularity of water supply.** Many regions are experiencing exaggerated flood-drought cycles. Water companies are amongst the biggest electricity users as they pump water.

**The future low-carbon economy will drive unprecedented changes to electricity distribution.** New 'smart grids' will have to support distributed generation, point loads such as car charging stations and potentially backup islanded, self-sufficient community networks. Massive amounts of data about customers will be available for the first time, through smart meters.

**The utility marketplaces are increasingly competitive.** Engendering customer loyalty is a key focus. Consumers are more aware of their options and want to interact with their suppliers in different ways.

**Environmental issues are now on the top of the global political agenda.** You face greater regulation and need to prove your green credentials more than ever.



In this complex marketplace, you need an IT services partner that can deliver fresh thinking to manage all this change effectively. You need a team working alongside you who can help you accomplish great things; one that can make your business a more profitable, flexible organisation capable of meeting these changes head on.

Logica will work with you to make sure we are brilliant together.

# Innovative Thinking Combined with Experience



## How we can help you

For more than 40 years we have been pioneers of innovative technology in the utilities sector. Our global team of more than 3,000 utilities consultants bring hands-on experience and expertise that cannot be matched and give a fresh perspective to the challenges you face.

We can help you use information more effectively to reduce costs, meet the climate change agenda, extend the life of your network and work smarter.

We are involved in smart metering and grid implementations, energy efficiency and sustainability programmes and projects to rejuvenate customer management and billing. We can help your business not only adapt, but thrive in these changing times.

## Did you know?

- We have already created some of the world's most ground-breaking utility solutions, such as wind farm management, smart metering solutions and central market operations across the globe
- We implemented one of the world's largest telemetry systems for Anglian Water
- We have designed award-winning solutions for our clients and hold a prestigious British Computing Society Award for Social Contribution for Instant Energy, a smart metering solution
- We have implemented a full GIS system for Brazilian water company, Sabesp. They are saving money, reducing leakages and working more effectively as a result
- We have settled around £100 billion of wholesale electricity trades in one European country alone since deregulation of the industry

## To put it simply, we deliver!

“Logica quickly became a trusted partner by virtue of the people they brought to the project. The combination of their considerable expertise, leadership and flexibility along with our knowledge and experience allowed the team to successfully deliver a best-practice system that was fully compliant, on time and on budget.”

Gary Ulliott,  
Director of Operations for E.ON

## Smart World

Until now, electricity grids have worked in one way, taking power from a few major sources direct to the user. But new production methods mean electricity sources are becoming smaller and more spread out, and individual houses or communities are generating their own power to add to the grid.

A smart grid can help manage this increasing complexity by accessing accurate information about your distribution system. You can quickly spot and predict any potential issues such as overloading, or even an attack on your supply.

Helping control and monitor energy use will help you meet your environmental responsibilities too. It will extend the life of your infrastructure by relieving any pressure points.

## We can offer you:

- Smart metering solutions which help you understand customer usage patterns so you can **manage demand and peak usage periods**, extending the life of your network
- The information you need to develop innovative tariffs that reflect customer usage and allow you to **maximise profitability**
- The potential to lower your carbon emissions as more accurate demand forecasting and active network management help to **reduce network losses**
- Greater bargaining power in the wholesale market as accurate predictions of usage mean you can **trade more securely**

## Did you know?

We successfully delivered a complete metering solution to Energias de Portugal. In one of the largest mySAP implementations in the world, we brought together meter data from remotely read meters with those from manually read ones for a combined billing solution for customers.

“Permanent innovation and adaptability of new information technologies geared toward management motivate changes both in companies and in people. It reflects a new way of thinking about markets, products, services, and transactions.”

Director of the Navegador Project, EDP



## Customer Care and Billing

---

In competitive markets, you rely on accurate data about customer usage to make sound business decisions and offer competitive pricing. In less competitive markets, the same data can help you drive efficiencies in your business. Your customers want innovative solutions to monitor their energy usage and check their bills using modern technology that fits in with their busy lives.

Often the data that you need is spread across multiple systems. Billing and CRM systems are separate, with complex methods in place for sharing data and reporting.

We can help bring this data together giving you a single view of the customer. This helps you improve your management information, reduce costs, respond to changes in the market quickly and provide excellent customer service.

### We can offer you:

- The option of a **complete customer care and billing solution** implemented on your site. Or we can host the solution in the cloud for you where you get all the benefits of the best-of-breed customer care software for an inclusive monthly cost
- A **single view of the customer** by bringing together all of your data and systems. You can manage your customers' needs more effectively, whilst getting rid of the cost of multiple system management
- **Business process outsourcing** where we handle many of your customer-focused processes for you, leaving you to manage the rest of your business
- **Real-world solutions** developed from working with 100s of utilities companies across the globe

### Did you know?

At Powercor Australia, Logica added smart meter functionality to the existing billing system. The benefits of its updated billing system are clear to the client.

“Our aim was to minimise risk, disruption and capital cost. But in the context of a company already engaged in swapping out 1.2 million meters over five years, we also knew that we couldn't afford the billing system to fail. Logica gave us the ability to continue to use a trusted and good software solution. We've been able to conduct business as usual while making major changes to the billing system”

Alan Jolly,  
Manager, Customer Service Applications, Powercor

## Energy Efficiency and Sustainability

---

Reducing your carbon footprint is necessary not only to meet customer and regulatory pressures but also to help you reduce costs and be more efficient.

To meet this carbon challenge, you need customers to change their behaviour patterns. This means new information and communication technology solutions that can tell customers where they can make a difference.

We can help you **become a smart supplier**. You can be information driven and actively use smart in-home technology to help consumers manage their impact on the environment. Our smart grid solutions can help you to **make best use of alternative energy sources** so that you can improve your reliance on sustainable energy and **reduce your carbon footprint**.

We can also provide you with a sustainability dashboard that will help you monitor carbon emissions, energy consumption and water usage by location. It can be used to help you track your own usage, or as a tool that you can sell to your largest consumers.

Our own results speak for themselves. Logica has in two years:

- Reduced waste to landfill by 49%
- Reduced business air travel by 40%
- Reduced road travel by 28%
- Reduced paper usage by 9%
- Reduced water consumption by 26%

### We can offer you:

- **Environmental impact monitoring** and management systems that will help you be greener
- **Proven wind farm management solutions**
- **Smart metering technology** that helps consumers become more aware of their consumption
- **Carbon monitoring solutions** that ensure you reduce costs and maximise efficiency

### Did you know?

Logica has helped reduce the electricity consumption for an entire town of 20,000 households in Sweden by 13% by introducing a smart metering solution for Vaxjö Energi.



## Logica Utilities – be brilliant together

You need a forward thinking partner and industry innovator like Logica with you, every step of the way. We can offer you the help you need, not just to survive the coming changes to your sector, but to thrive within it, getting your organisation in pole position to succeed.

Partner with us and let's start building a profitable, sustainable, smarter-world future for us all.

### Copyright statement

Copyright © 2010 Logica  
All rights reserved. This document is protected by international copyright law and may not be reprinted, reproduced, copied or utilised in whole or in part by any means including electronic, mechanical, or other means without the prior written consent of Logica.  
Whilst reasonable care has been taken by Logica to ensure the information contained herein is reasonably accurate, Logica shall not, under any circumstances be liable for any loss or damage (direct or consequential) suffered by any party as a result of the contents of this publication or the reliance of any party thereon or any inaccuracy or omission therein. The information in this document is therefore provided on an "as is" basis without warranty and is subject to change without further notice and cannot be construed as a commitment by Logica.

---

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](http://www.logica.com)

This document is for general information purposes only and is subject to change without notice.

.....  
AUSTRALIA / BELGIUM / BRAZIL / CANADA / CZECH REPUBLIC / DENMARK / EGYPT / ESTONIA / FINLAND / FRANCE  
GERMANY / HONG KONG / HUNGARY / INDIA / INDONESIA / KUWAIT / LUXEMBOURG / MALAYSIA / MOROCCO  
NETHERLANDS / NORWAY / PHILIPPINES / POLAND / PORTUGAL / RUSSIA / SAUDI ARABIA / SINGAPORE / SLOVAKIA  
SPAIN / SWEDEN / SWITZERLAND / TAIWAN / UKRAINE / UNITED ARAB EMIRATES / UK / USA

### Logica

Tel: +44 (0) 207 637 9111

[energyandutilities.uk@logica.com](mailto:energyandutilities.uk@logica.com)

[www.logica.com](http://www.logica.com)

CODE 033 0310