



At the heart
of the market

“Logica was the outstanding choice because of its vision of our business, extensive knowledge of liberalising energy markets and ability to relate this to meeting specific challenges in the Netherlands. Logica has demonstrated its strong commitment to the Dutch market.”

Mr Cok van der Horst,
Chairman of the Board,
Energie Clearing House.

Green technologies, an increasingly competitive market, the introduction of smart metering and a series of new regulations will all mean a fundamental shift in the way you work. As the industry evolves, the central services that support its operation need to be more efficient than ever. Ensuring fair play, easy entry to market and legally sound practices are paramount. And in a challenging financial market, operators need to make sure that they can demonstrate cost-effective business practices.

MARKET CHALLENGES

The electricity industry has never been a more exciting place to be. Developments across the sector are revolutionising the way you work and, as market operators, you are at the centre of this shift.

A valuable role: You need to provide value for money and ensure cost effectiveness from your business processes.

Keeping to the rules: Market rules are constantly under review, and in many countries, you are part way through a liberalisation programme that will mean additional changes to your role.

Working smarter: Different customers should be billed differently because it's a smart world now. You will need to be able to support your providers as settlement moves from estimated consumption to actual consumption.

A changing infrastructure: The future smart grid will create a mountain of real-time information that needs to be managed and interpreted effectively to enable critical decisions in real-time.

A harmonised market: Gas and electricity providers will start to operate in a more level playing field, as customers demand consistency in their bills and interactions with all utilities providers.

The cost of energy: Governments are under pressure to manage the price of energy to the public, meaning companies that operate across borders need to adapt how they work, depending on the market they are in.

Crucially, during this vast cultural change, electricity providers must keep their businesses running as usual. They will have to operate differently, but more efficiently, and so will you.

THE LOGICA SOLUTION

Logica has been providing the market infrastructure at the heart of competitive gas and electricity markets since 1990. Logica set up and operates the core IT systems and business processes to support competitive energy markets around the world including in the UK, Netherlands, Czech Republic, Australia and the USA. We are the industry experts, with over 40 years experience in the sector and 3000 utilities-focused consultants worldwide. Working with our team, you have access to professionals who understand your challenges and offer fresh thinking to seize the opportunities on offer.

Our systems are fundamental to the settlement of the UK electricity market

We can offer you:



Strategic consultancy: Our consultants will take you through the changes that are planned for the sector in terms of smart metering and green technologies, and work to devise strategies and systems to ensure you are ready to meet them. Solutions can be either bespoke or utilise leading market products, eg Oracle. Together, we can identify your technology needs and then design and implement IT systems that will help you address the future head on.

We successfully designed, developed, and implemented the core IT solution supporting the liberalised New South Wales and Australian Capital Territory gas retail markets. The solution, known as the Gas Retail Market Business System includes delivery points, seven day rolling forecasts of withdrawals, customer transfers, metering data, nominations and exchanging data with market parties. We also completed the retail gas market system for Retail Energy Market Company (REMCo), which represents the gas industry in Western Australia and South Australia. Our systems now operate three quarters of the contestable gas region in Australia.

Supporting your business processes: Logica has built central systems for many of the major market leaders. In the Czech Republic, we have delivered central market application management and infrastructure hosting for Operator trhu s elektrinou (OTE) and have settled the Czech electricity market every day on time since 2002. We have continued to run their business processes successfully for more than ten years thanks to our continued performance, expertise and ongoing innovation. Since 1994, we have developed and run the central systems in the United Kingdom. Our systems are fundamental to the settlement of the UK electricity market, which is believed to be the most complex, liberated energy market in the world. We can help you bring your systems and processes together to allow you to compete successfully at a global level.



Business intelligence: We provide expert market analysis to the people who need it and revolutionary technology that improves the way you work. Logica can not only help you manage all the data from smart grids, but analyse it too. You will receive reports that help you make better decisions regarding energy consumption and usage, see visual data to give you an instant overall industry view, and manage separate aspects of your business in one system so you are always in control. We have developed an award-winning smart metering data collection solution, which has been used for government trials by four of the 'big six' electricity supply businesses in the UK.

DID YOU KNOW

- In Belgium, 80 per cent of the Belgian switch requests run on our systems.
- We are the main systems provider for market settlement in Norway, providing solutions and consultancy to Hafslund and several other energy companies.
- We designed and built the system that is at the heart of the Energie Clearing House (ECH), which was set up by utilities companies following the liberalisation of the Dutch energy market. We have operated this system since 2001. This impartial institution transfers information on customers between suppliers and to date, 20% of residential and 70% of business customers have switched suppliers through the ECH system; plus it handles up to a million client-related messages a day – which represents around 98% of the Dutch energy market.

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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