



## Smarter ways to be flexible

“Logica has proven their capability to handle this type of complex project, including delivery of metering services with quality, control and follow up in focus,”

Thomas Thorkelsson,  
Head of AMR Project,  
E.ON Eldistribution AB  
Sweden.

The roll out of smart meters and the supporting infrastructure will present the single biggest challenge to the utility sector over the next decade. The repercussions for the market are vast and you will need to be flexible, using information from the grid as an asset that will help you adapt to the changing demands of your customers.

### MARKET CHALLENGES

**Logistics:** The sheer scale of roll out of smart meters in any country presents a substantial logistical challenge. In the United Kingdom, for example, over 26 million will be installed in a 10 year period. You will have to consider how to ensure the availability of experienced installation engineers and manage their training and safety issues. The physical management of the roll out will also require meticulous care to ensure it goes smoothly and projected costs are maintained.

**Suppliers:** Smart meters will mean retailers are being given more information than they've ever had before on customers. You will need to manage this data securely, and then find innovative ways to use what you know to create value for your business and competitive propositions for your customers.

**Distribution:** The move to greener practices, such as renewable energy or electric cars, will result in the entire grid being used differently. The demands placed on the network will be changing and evolving all the time. This will be the key driver for a smarter grid. Your need for information will increase and you will have to have systems in place that can manage this information efficiently.

**Energy markets:** The growth of renewable energy will mean a fundamental change to the way the central market operates. It is likely that a new central trading body will be developed and so you will have to ensure that whatever structures and regulations are implemented, your systems will be flexible enough to respond and keep you competitive.

### THE LOGICA SOLUTION

Logica can support you in overcoming the obstacles associated with a smart meter implementation. We deliver proven solutions to manage the huge training and data management requirements of a roll out so that you can concentrate on managing the wider business change.

Drawing on our core organisational capabilities and building on our knowledge gained from 40 years in utilities and 20 years in metering, we can provide consultancy, business development support, IT solutions, systems design and project management that will help you deliver on your goals. We can offer you:

**Sector specific consultancy:** You want systems that can manage the substantial data you will receive, and can respond to market changes. Our consultants can work with you to determine what your needs are and specify your requirements. We will then design and implement a system that can alert you to changes in customer usage, help you determine the right tariffs and identify ways you can make the most of market opportunities and beat the competition.

## Logica can support you in overcoming the obstacles associated with a smart meter implementation



In Australia, where the Victoria state government has mandated a roll out of smart meters to consumers by 2014, we developed an Automated Metering Infrastructure (AMI) data management solution and a comprehensive project management plan for the roll out of the meters for SP AusNet. Our work included a gap analysis and a complex integration plan, embracing 15 core IT systems across more than 100 integration points. The exercise gave the client confidence that their solution was deliverable, cost-effective and would meet the needs of the business.

We also developed related systems such as billing, meter management systems, geographic information systems, outage systems and the wider network and processes.

**Data management:** We can ensure you manage the data you get from your customers so you can offer them tariffs that set you apart from the competition, but do not drain your profits. Your systems will then present data in a visual format, allowing you to see which customers use more energy during the day, in the evenings, or on a shift work pattern. You will be able to identify those users who have specific energy needs – perhaps a greenhouse, a swimming pool, or electric car charging – and those houses or businesses which require extra energy at certain times.



Swedish energy company Växjö Energi AB (VEAB) and Logica, run EnergiKollen, a solution encouraging consumers to better understand and thus lower their energy consumption. The solution includes a function enabling consumers to compete with each other in energy saving. EnergiKollen, which has won the European Utility Award for Customer Excellence, is available to households equipped with smart meters in the town of Växjö in the South of Sweden.

**Project delivery:** Logica provides a range of services, from consultancy through to programme delivery and end-user support. We have a track record of delivering systems in evolving markets where metering requirements are complicated and timescales are fixed. We work with you to develop training and ensure that knowledge is transferred to your in-house team, enabling you to efficiently manage your operations via a qualified and effective workforce.

In Sweden, we delivered turnkey smart metering solutions including business process outsource services for Vattenfall and E.ON. “This is a complex project that demanded a strong combination of domain expertise, local knowledge and presence and a proven ability to deliver. Logica has the attributes we were looking for and we are extremely pleased with the result.” Erik Nordgren, Head of AMR Project, Vattenfall Eldistribution AB Sweden.

### DID YOU KNOW

- We have pioneered metering in Portugal; running energy data collection and management since 2004, managing 30,000 interval meters and 6 million manual readings. We were involved in the delivery of the first fully integrated AMI smart grid project in Europe for medium/low voltage distribution.
- We are ranked as the number one utilities service provider in Australia by market analysts, IDC.

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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)

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