



A smart path to travel

The implementation of smart meters means a considerable training, asset deployment and data management undertaking, which you need to handle whilst still remaining focused on your day-to-day business operations. It is essential that you work with people who are at the forefront of the new smart world. Logica can help you plan for the future and make the right decisions to maximise any opportunities, remain competitive and secure your business in a rapidly changing industry.

MARKET CHALLENGES

Cost effective: The roll out of smart gas meters will be expensive and may not deliver the immediate return that is envisaged for the electricity industry. You will need to use the data from your meters in clever and innovative ways to get the return you want from your investment.

Asset management: As a metering provider, you will have to have a clear plan for implementing, maintaining and replacing meters – as well as being able to manage and track their performance. This is a huge logistical task that requires complex field force management, data management and maintenance schedules.

Information management: Your business processes must change as the industry adapts to the new smart world. This will mean new methods of managing information and the need to maintain data quality throughout the process.

Safety: Maintaining safety standards will be paramount as you roll out meters and operate provision from remote systems.

THE LOGICA SOLUTION

In a market where smart metering will bring about immense changes, it is essential that you work with people who can support you and help develop your business through this transitional phase. As smart metering pioneers, we can provide you with everything you need to navigate towards the new gas future.

Logica has a track record not only of the provision of solutions to metering providers, but also in assisting new entrants to establish themselves in the market. We can offer you expert consultancy across the impacts of smart metering and related processes, business development support, IT solutions and competencies, systems design and project management that will help you realise your business goals, whilst ensuring you maximise cost efficiencies. We can offer you:

Project delivery: Logica provides a range of information solutions from consultancy through to programme delivery and end-user support. Our field force management consultants can help you plan the metering roll out, ensuring an efficient and error-free process. We have a track record of delivering systems in evolving markets where metering requirements are complicated and timescales are fixed. And 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.

you can make the most of market opportunities and beat the competition



At British Gas Services (BGS), we implemented a landmark utility mobile work management system. With an 8000 strong mobile workforce and eight million work requests annually, BGS identified that significant benefits could be attained from the provision of an integrated work management, resource scheduling and mobile dispatch solution.

We provided the solution which enabled BGS to offer and reliably meet two hour appointment windows to customers. This was achieved by integrating real-time information between portable computers in the field and the work management system using the GSM telephone network. This permitted up-to-the-second information to be transferred between field service agents and their resource dispatchers, resulting in a 50% reduction in administrative effort and a 70% reduction in the number of depots.

Data management: Smart metering is going to be especially challenging for the gas industry, and that means you need bright ideas to help you adapt as the market evolves. We can give you those ideas and show you how to manage the data you get from your customers so that it fundamentally improves and grows your business. Our systems will allow you to offer innovative customer products that set you apart from the competition, but don't drain your profits.

We completed the implementation of a system to identify the unbilled debt position for a leading Scottish utility company. The solution provided our client with powerful billing and settlement algorithms to compare energy volumes as well as a framework to monitor and resolve the issues identified.

Sector specific consultancy: Our consultants can work with you to determine what your needs are, specify your requirements and then design and implement a system that can help you identify the right tariffs, alert you to changes in customer usage, while also tracking ways you can make the most of market opportunities and beat the competition.



DID YOU KNOW

- We have built and operate the central IT systems for 75 per cent of the deregulated gas market in Australia.
- Our hydrocarbon management solution has more than 40 implementations worldwide and manages over 85% of the United Kingdom's gas storage capacity and over 33% of Dutch gas storage capacity.
- Our Instant Energy smart metering solution developed and owned by Logica is the basis for smart metering trials being run by a number of the big 6 Energy electricity companies as part of the DTI Ofgem Energy Demand Reduction Trials (EDRT).

Logica
Tel: +44 (0) 207 637 9111
energyandutilities.uk@logica.com

www.logica.com

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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