

L'Agència Catalana de l'Aigua Optimizes its Business Process Management

Capgemini assists the Catalan Water Authority by providing technical services for the operation and support functions of the Telecontrol Center

The Situation

L'Agència Catalana de l'Aigua is a public agency of the Government of Catalonia that comes under the Regional Department of the Environment and Housing. The agency was founded in 1998 to act as the Water Authority for Catalonia and is in charge of the regional government's water policy based on the principles of the EU Water Framework Directive.

There have been spectacular technological advances in recent years in the field of hydrology and hydraulics that have given birth to strong and complex tools to improve our knowledge and monitor hydro meteorological processes.

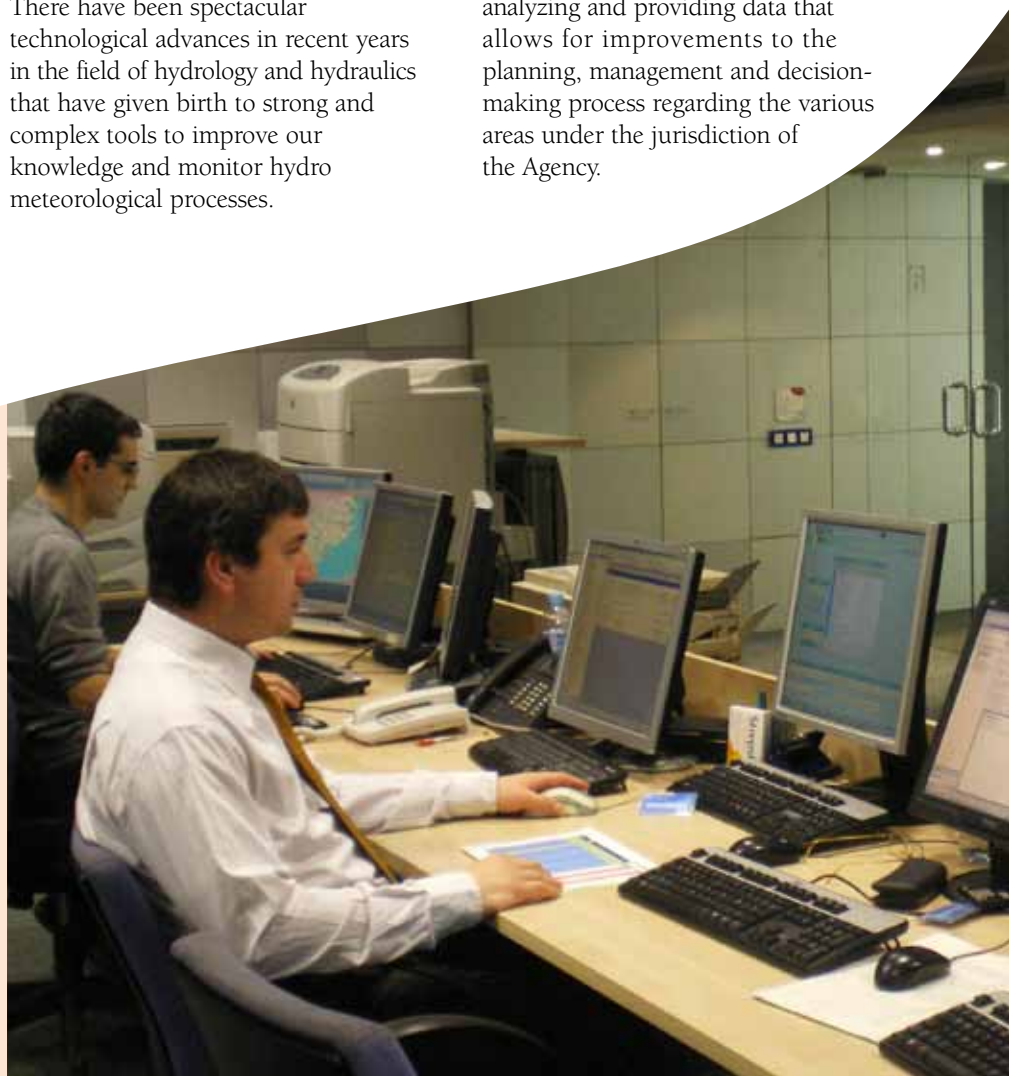
Within this context, l'Agència Catalana de l'Aigua sought to implement new products and knowledge to allow for better planning, control and management of the water cycle within the region of Catalonia.

The Solution

L'Agència Catalana de l'Aigua entrusted Capgemini with the creation and rollout of a Telecontrol Center (CTC) with the mission of receiving, analyzing and providing data that allows for improvements to the planning, management and decision-making process regarding the various areas under the jurisdiction of the Agency.

“The ability of Capgemini to adapt to our requirements for the improvement and consolidation of the management of the Control Center, together with the joint work and methodology applied to transform the various tasks performed by the water experts into execution protocols has allowed us to professionalize our water management service.”

Enrique Velasco, Chairman of the
Telecontrol and Water Development Center
Agència Catalana de l'Aigua



The DmaCAT project (Development of the water world in Catalonia) was developed, based on four key pillars:

- GesCat - the management of water resources
- P3Cat - operation and development of products and services
- SiCat - acquisition and processing of environmental information
- InnoCat - promotion of knowledge and technological transfer in the field of water.

These pillars are interrelated and articulated around a central core: a specific, interactive multimedia platform tailored for the water resources (Campus del Agua).

The Result

The Telecontrol Center project has identified a series of operational benefits in managing the water cycle, including:

- definition of product generation protocols and internal maintenance protocols
- technological support to guarantee the correct execution of the processes, and
- quality control on operational works of the Telecontrol Center.

The project management aspect was also greatly improved, as well as automation of processes to facilitate intelligent operations, and flexibility to adapt to the CTC based on its specific needs.

In order to successfully approach all of these aspects, we launched an "Operating Model" to be used as the basis for performing the various tasks, from the operation of the CTC to the execution of the projects, assuring an integrated view of the service.

How l'Agència Catalana de l'Aigua and Capgemini Worked Together

Capgemini was selected for this four-year project to provide the work team and structure for the operation and management of the Telecontrol Center projects.

The objective consisted of enabling the work team to guarantee the consolidation of current tasks, whilst continuing to develop and modernize

the system as per the needs and challenges faced by management. The Telecontrol Center has now become a point of reference throughout the Autonomous Community.

Capgemini were able to work in collaboration with l'Agència Catalana de l'Aigua to provide the specialized resources to ensure the growth and modernization process for the company's needs.



About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model

called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs 90,000 people worldwide.

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In collaboration with



L'Agència Catalana de l'Aigua is the water authority for Catalonia and falls under the Regional Department of the Environment and Housing of Catalonia and is responsible for the entire water cycle, including:

- the preparation and revision of hydrological projects
- the promotion, construction and operation of hydraulic works
- the management, collection and administration of economic resources
- control of water quality and supply.

For more information, visit:
<http://aca-web-gencat/aca/>