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Capgemini supports the digital transformation of SP Group to provide customers with flexible electricity purchasing choices

Ongoing digital transformation at SP Group to provide customers with greater convenience to:

- **Fully reap the benefits of Singapore's Open Electricity Market**
- **Access more pricing options to enjoy greater savings**
- **Switch seamlessly between electricity providers**

Paris, July 5, 2018 – Capgemini is supporting SP Group, a leading energy utilities company in Asia Pacific, to transform its systems, in preparation for the complete rollout of Singapore's Open Electricity Market[1], later this year. The comprehensive digital transformation will see Capgemini modernize SP Group's technological landscape to enable more flexibility and provide an enhanced customer experience, in the advent of the opening up of the electricity market across the nation.

SP Group's 1.5 million customers can look forward to greater convenience, as a result of the company's push to digitalize its operations. Capgemini has worked with SP Group to identify, improve and transform its digital infrastructure, ahead of the complete liberalization of the electricity market.

SP Group's major upgrade of its infrastructure and processes means more benefits for customers in the Open Electricity Market, including:

- Core customer management systems tailored to allow customers to switch easily and choose electricity providers based on individual consumption needs and preferences
- Seamless switching of electricity providers
- The option for retailers to use SP Group's billing services, enabling a single, consolidated billing of all utilities irrespective of electricity provider of choice
- Hardware and software upgrades to deliver greater efficiency and reliable operations

Commenting on the collaboration, Jeanne Cheng, Chairman of the Open Electricity Market Steering Committee and Chief Risk Officer, SP Group, said: *"Our new and enhanced systems enable customers to compare prices and switch between retailers for the best deals. Working with Capgemini, we look forward to delivering the benefits to all consumers nationwide with the full rollout of the Open Electricity Market later this year."*

Transforming for the future

With Southeast Asia's energy market on the cusp of change, powered by surging demand, SP Group began engaging Capgemini's expertise in 2015 to fully modernize its systems. This included expanding its capacity and processes to better manage transactions, support seamless customer-switching, and offering more effective billing methods.

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[1] Open Electricity Market is where households and businesses can choose to buy electricity from a retailer with a price plan that best meets their needs.

To help customers understand their options and switch seamlessly between retailers or return to the regulated tariff, SP Group and Capgemini built a new [Price Comparison Website](#). It provides customers with access to all information relating to energy retailer options, allowing them to view and compare all plans in the market. Additionally, SP Group created a new interactive [SP Utility Portal](#) to allow customers to buy electricity at regulated and non-regulated (spot) prices from SP Group, and view both accounts on a single platform. Within this transformation project, Capgemini has helped SP Group introduce enhancements to its Customer Relationship Management (CRM) and SAP for Utilities solutions[2], as well as implement a [Business Data Lake](#)[3] solution.

"The Open Electricity Market is a step towards offering consumer choice in a market where energy demand is rising, and we are proud to be working with SP Group on its transformational journey," said Gaurav Modi, Managing Director, Southeast Asia, Hong Kong and Taiwan, Capgemini. *"Digitalization of SP Group's operations is instrumental in driving efficiency gains and Capgemini's key objective was to create a whole new customer experience by offering flexibility and convenience, while setting in place resilient and robust processes for the marketplace."*

More information about SP Group's digital transformation journey can be found [here](#).

About Capgemini
A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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[2] SAP for Utilities solutions help companies handle the ebb and flow of energy generation, transmission, distribution, and retail by digitizing energy management processes to meet changing regulatory, environmental, operational, customer, and technological needs.
[3] Capgemini's Business Data Lake is a next-gen information management solution that delivers big data to all users to address companies' insights, data and information challenges.