

Global Enterprise Model (GEM) for Utilities

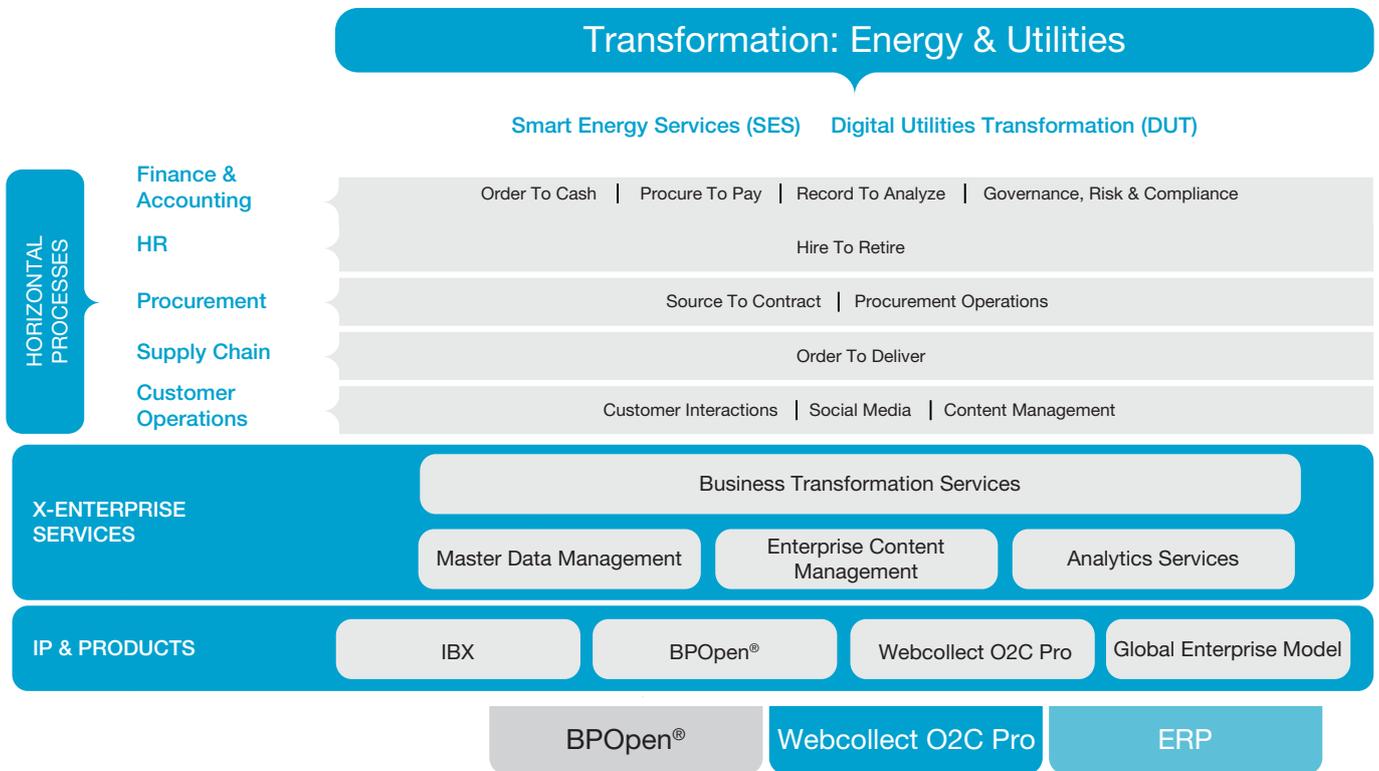
Transforming business processes to drive greater efficiencies, reduce operational costs and improve the customer experience





It's no longer just about keeping the lights on – there are growing complexities in today's utility industry. Providers are expected to provide customer service, accurate reporting and user-friendly tools while accommodating each customer's preferred communication method and device. And with rising energy prices, customers have become much more involved in managing their energy consumption and require more support to help them control costs without sacrificing comfort.

At the same time, the growing demand for renewable energy coupled with deregulation and decentralized generation is shifting the utilities value chain and forcing operations to become more integrated. This shift is expected to affect 70% of business processes, many of which are complex but still operate manually and independently of other functions, with limited information sharing.



Integrating, aligning and automating various aspects of a utility’s operation is no easy task but necessary in order to better manage demand response and capacity, reduce costs, improve margins and enhance the customer experience. It requires a partner with a proven ability to deliver transformation including the design and delivery of integrated business processes and operating models.

Capgemini can help utilities enhance their competitiveness with Business Process Outsourcing (BPO) solutions that are proven to:

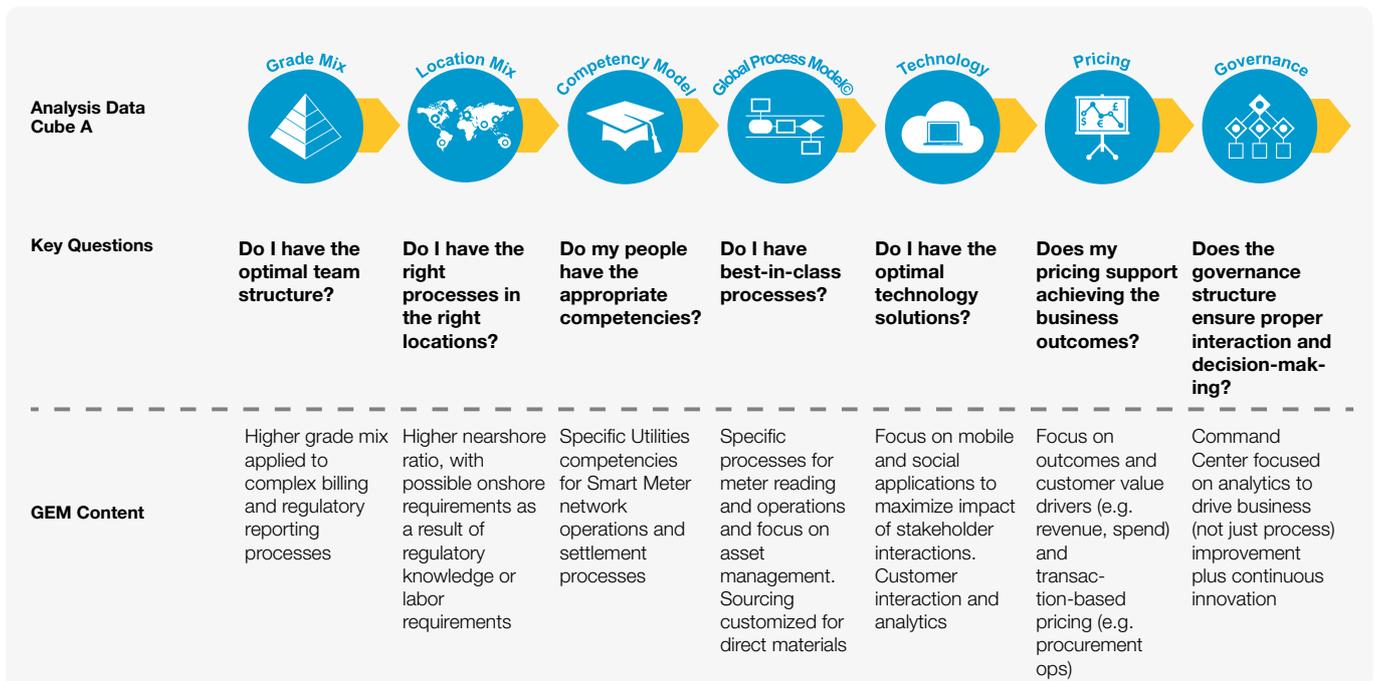
- Rapidly integrate the value chain between generation, transmission and distribution
- Support of the smart grid and digital transformation
- Reduce operations costs
- Deliver materials and services to enable procurement savings
- Enhance margins
- Effective asset lifecycle management including investment, maintenance and replacement
- Increase employee efficiency
- Improve customer involvement and experience

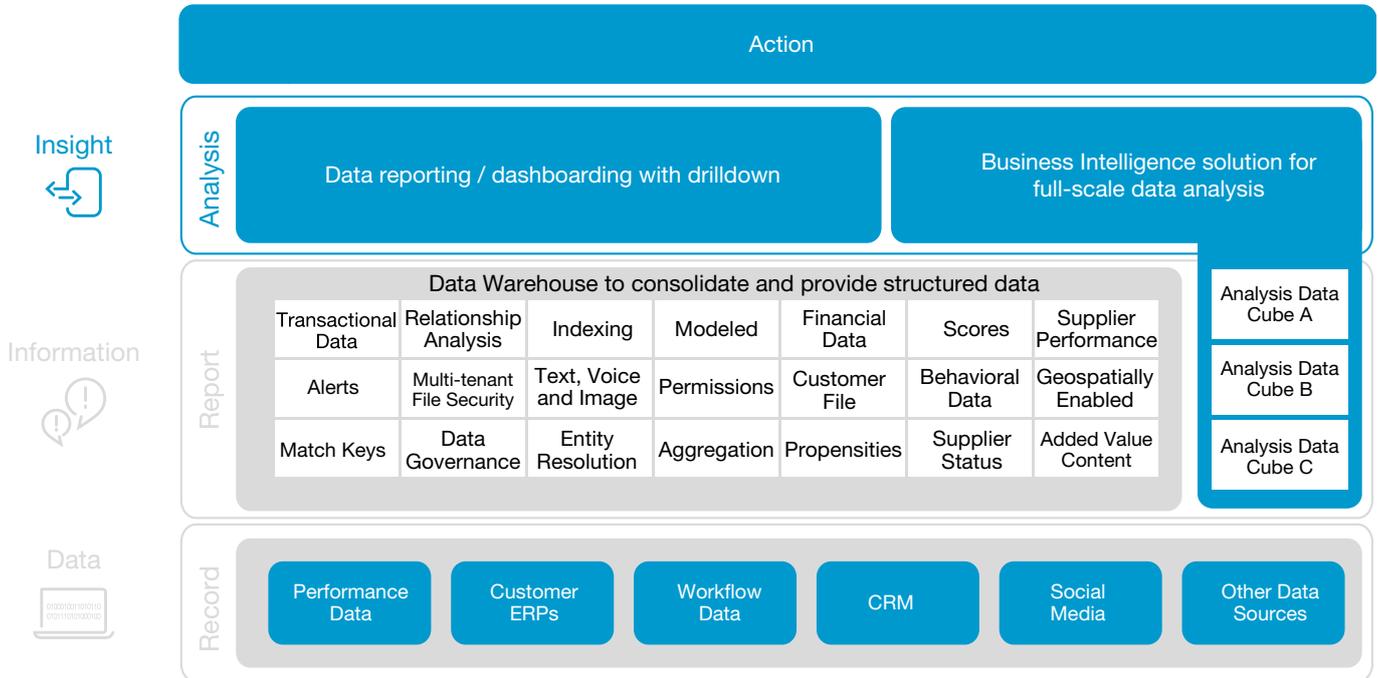
Rapidly integrate the value chain while reducing operations costs

We can help rapidly transform and automate the most complex Utilities business processes with our Global Enterprise Model (GEM) for utilities. GEM is a robust yet flexible transformation methodology that has been industrialized for the utilities market and proven to drive best practices while streamlining end-to-end processes in the areas of:

- Finance and Accounting
- Procurement
- Supply Chain
- Metering
- Customer Operations Management

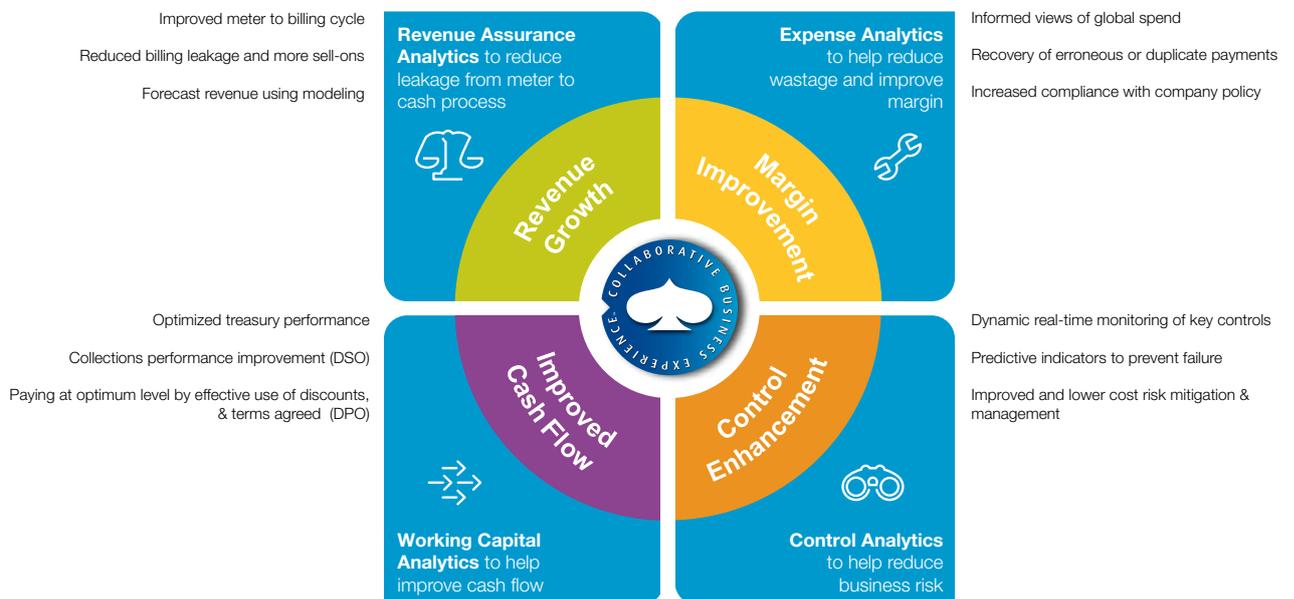
We've assisted many leading utility companies with standardizing **manual processes**, and GEM does not require you to make a capital investment. Due to our globally integrated delivery network, Capgemini applies tools, the right mix of people and best practices in a consistent manner. We can **increase operational agility** by providing access to highly skilled talent that easily scales according to seasonal or operational changes.





Analytics to Manage Data Overload

Analytics are a key part of BPO and we can effectively manage the data tsunami from multiple sources including ERP, CSR reporting, asset and workforce management, logistics, inventory, and geo-information systems. We'll help you create and maintain a consistent, accurate and standardized view of data across your business systems. Our teams are equipped with the skills and tools to capture that data and apply process diagnostics, benchmarking, market research and data analytics to provide valuable insights to the C-suites.



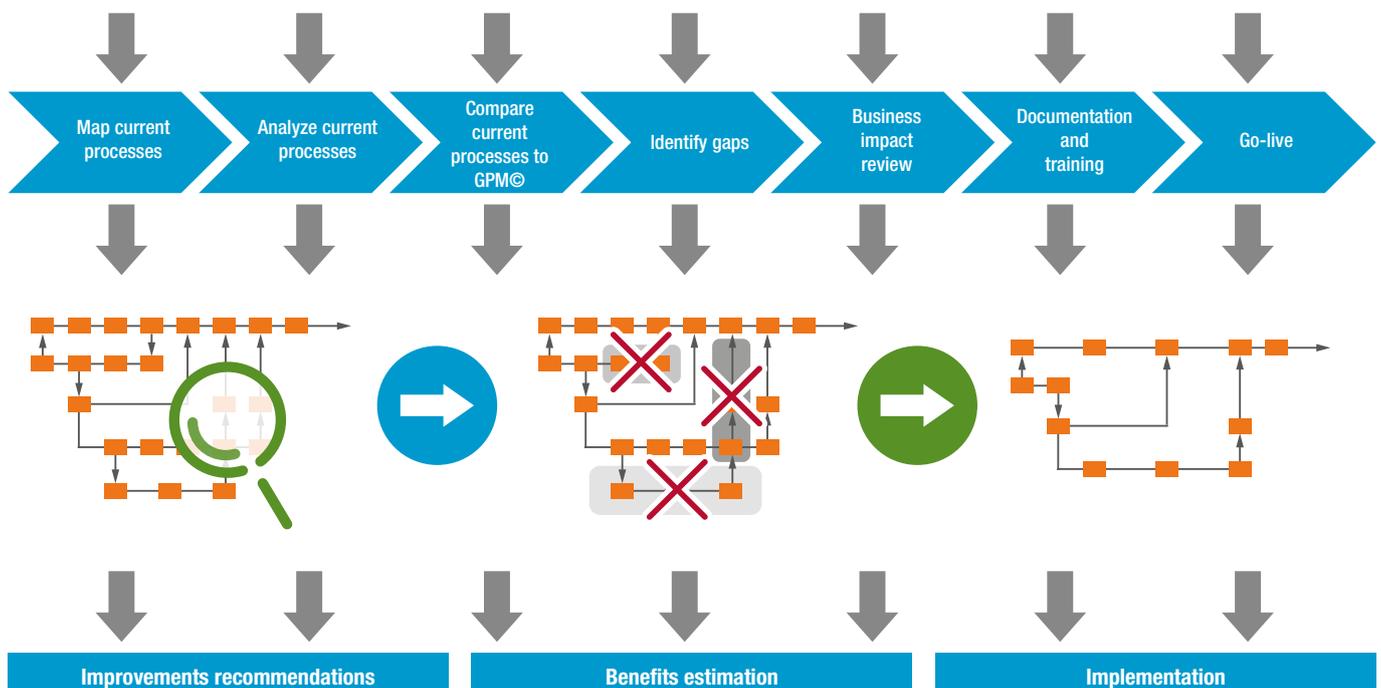
Effectively manage generation, transmission and distribution assets while increasing employee efficiency

Gain more insights into the performance of your key generation assets for a more proactive approach to asset lifecycle management. Our master data management (MDM) services will help improve employee data access by combining data from various systems and quickly digitizing, analyzing and distributing the information to the right personnel.

In addition to data that resides across multiple Enterprise Resource Planning (ERP) systems, Capgemini BPO's MDM team can manage master data records relating to a wide spectrum of production stages. These records can include:

- User data (user accounts, workflow routes, approval matrixes)
- Finance and Accounting (GL accounts, cost and profit centers, bank master, cost elements, fixed assets, order group)
- Production planning (resource, resource hierarchy, master recipe, production version)
- Warehouse management (control cycle records, production supply areas, storage bins, radio frequency (RF) users)
- Materials master (purchasing records, source list, vendor master)
- Sales and distribution (agreements and rebates, customer master, customer hierarchy, batch master)
- Quality management
- Plant maintenance masters

We also offer technical content management services that are proven to improve the efficiency and accuracy of updating documentation through automated processes. In addition, we have the tools to help **enhance employee mobility** and ensure the right teams are deployed to address issues in the field.



Improve customer involvement and experience

To help better manage your customers' experience, we offer a comprehensive Meter to Cash solution that addresses the end-to-end process from receiving and processing meter data through invoicing and payment processing while effectively responding to all customer inquiries. We provide the right mix of best-in-class business processes, technology, and highly skilled talent as part of a flexible and scalable BPO solution. This approach enables improving the quality, clarity and timeliness of billing and underlying reporting while enhancing your customers' experience.

Meter To Cash



The global business partner of choice for Utilities

Capgemini is one of the world's largest business consultants, systems integrators and outsourcers for energy and Utility companies, providing services to **23 out of the top 25 Utilities**. Our BPO teams have helped leading Utilities:

- Reduce their finance, supply chain, revenue management and customer operations operating costs by over 30%;
 - e.g.: twenty-seven percent decrease in past due A/R; reduced dispute volume by 88%; and delivered >\$25 million savings from strategic sourcing initiatives for 3 consecutive years
- Drive greater value in materials and service spend with realized savings in excess of 4% annually;
 - e.g.: Increased purchasing compliance from <50% to >99%
- Improve cash flow and Days Sales Outstanding (DSO) early payment discounts, using analytics for inventory;
 - e.g.: Reduced days to close from 14 to 3 and improved vendor discount achievement rate by ~300%
- Boost working capital management by improving collections;
 - e.g.: Increased cash collection by 31%
- Enhance compliance with non-operational policies, procedures and other internal control frameworks including SOX with zero violations
- Integrate and connect multiple data sources supported by robust and disciplined master data management practices and implement leading practice in MDM
- Reduce employee onboarding time (to ensure productivity as of day 1) from ~10 days to 1
- Enhance customer satisfaction/customer experience.

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About Capgemini

With more than 130,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

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