Capgemini's SMNO Managed Business Service

Capgemini's SMNO Managed Business Service is built to directly align to the needs of a utilities' business by transforming the meter to cash lifecycle into a series of services, measured against business based performance criteria. Our solution is based upon established delivery capabilities and innovative functions, packaged into measurable business services that can be purchased as fixed unit pricing to ensure predictable quality of service and cost certainty over the term of delivery.

People matter, results count.

The Market

Utilities implementing smart metering programs are seeking cost effective and efficient solutions for ongoing operational support of their new smart meter infrastructures and network. Operating these Smart Metering Networks requires utilities to develop new skills, processes and technologies while balancing shareholder, regulator and customer demands to minimize operating costs and maximize performance benefits. Poorly managed operations can have a direct impact on revenues and profitability. When a single wrong meter triage decision can potentially eliminate the annual profit of that customer account, it is critical for a utility to get it right, each and every time.

When properly executed Smart Meter Network Operations (SMNO) support can deliver a high degree of quality meter data and efficient network operations at pennies per meter per month. Poor operations can directly impact the entire meter value chain resulting in escalating support costs, broken operating processes, and resourcing strains. For most utilities these incremental operating costs are not recoverable, so establishing a best in class SMNO solution is essential.

The Solution

Capgemini's SMNO Managed Business Service is built to directly align to the needs of a utilities' business by transforming the meter to cash lifecycle into a series of services, measured against business based performance criteria. Our solution is based upon established delivery capabilities and innovative functions, packaged into measurable business services that can be purchased as fixed unit pricing to ensure predictable quality of service and cost certainty over the term of delivery.

Our SMNO services are organized into 7 business service categories. Meter Reading Services are the baseline services with all other categories offered incrementally as optional services dependent on the timing and needs of the utility.

Our Experience

With over 75 active smart energy programs and supporting the implementation of over 113 million smart meters worldwide, Capgemini is the global leader in Smart Energy Services. We have directly managed the mass deployment and installation of over 23 million smart meters and related infrastructure worldwide and provide SMNO services to over 6 million meters in both project and ongoing operational support settings. Our SMNO services support leading global electricity and gas utility clients.

Meter Reading	Operational Services	Network Operations	Supply Chain Services	Field Management	Field Execution Services	Product Lifecycle Services
• Monthly Meter Reading • Hourly Meter Reading • Scheduled Meter Reading • On Demand Meter Reading	• New Activations • Meter Configuration Changes (incl. Tariffs) • End Service Subscriptions	• Power Quality Information • Power Failure Information • Power Resume Notification • Power Notification Analytics • Reconnect/ Disconnect Services • Load Limiting/ Soft Fuse • Non Technical Loss Analytics	• Meter & Equipment Procurement • Inventory Management & Warehousing • Logistics • Quality Testing • Meter Disposal • Warranty & Repair	• Work Order Management • Resource Scheduling and allocation	• Manage Field Installations • New Meter Install • Meter Maintenance & Repair • Meter Replacement • Meter Dismantle	• Meter Lab • End to End Testing • Meter Strategy

The Capgemini SMNO Managed Business Service transforms a Utilities Smart Meter Operations by taking Capgemini's market leading Smart capabilities and packaging them into a series of business based services which a Utility can subscribe for on a simple 'per meter per month' basis. Capgemini's SMNO service has repeatedly been proven to deliver a higher quality of service at a lower cost when compared to a utility's in-house operations team.

Our delivery model balances client intimacy, innovation and industrialization. SMNO services are designed in a collaborative effort with our clients. Our "Clear Box" approach allows our clients to view and orchestrate the services to their needs. So services can evolve and adjust as requirements and business needs change. Our on-site support teams provide immediate service capabilities backed by an interconnected network of regional and global operating centers that deliver meter operations, applications and infrastructure support using a combination of Capgemini developed processes and toolsets.
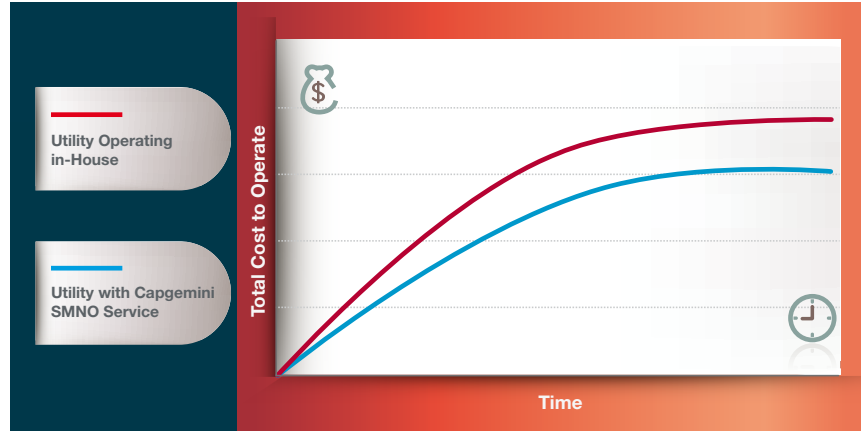
Achieving Value for our Clients

Operating a smart meter begins with the first meter deployed and connected, meaning it starts immediately at the beginning of any roll-out program. Managing the mass deployment programs for many of our clients has enabled us to gain broad experience in operating smart meters for utilities. Our deployment operations centers have naturally evolved into meter operations centers. As a result we have been increasingly asked to operate smart meters on behalf of our clients.

By combining a business based service with a consumption based commercial model, Capgemini provides a low risk, efficient, and cost effective SMNO solution for the marketplace. This solution reduces risk across the meter-to-cash value chain, manages and controls cost, and efficiently provides avenues and access to future innovations. Our SMNO Managed Business Service focuses on delivering 5 key value drivers to our clients:

- **Business Based Services and Service Levels**
- **Cost Certainty and Predictable Operating Expenses**
- **Proven Process , Tools, and Delivery Models**
- **Quality Through Mutualization and Industrialization of Services**
- **Innovation Through Global Center of Excellence Network**

To efficiently manage a smart meter network and infrastructure it is important to ensure the right governance, technology, processes and people are available. Our SMNO service assumes the risk associated with these challenges.

Capgemini provides a low risk, efficient, and cost effective SMNO solution for the marketplace

Conclusion

Smart meter programs are challenging utilities to better link these large scale capital expenditures to anticipated ongoing business benefits. By recognizing the significant business operations impacts and transformation triggered by smart meter programs, a utility opting for Capgemini's SMNO Managed Business Service can gain the flexibility to more broadly share risk, reduce costs, and accelerate the realization of business benefits. Our SMNO solution allows our utility clients to refocus on their core business of providing reliable electricity to their customers.

About Capgemini

With 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. 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

www.capgemini.com

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