

Ontario Power Generation and Capgemini: A Decade of Growth Driven By Collaboration

An IT relationship transforming as needs evolve

The Situation

Ontario Power Generation (OPG) is an Ontario-based electricity generation company whose principal business is generation and sale of electricity in Ontario, Canada. OPG's focus is on efficient production and sale of electricity from its generation assets, while operating in a safe, open and environmentally responsible manner.

OPG was interested in improving its operational capabilities while reducing the risk and cost of IT investments made earlier. IT outsourcing was seen as an effective way to achieve this.

The Solution

In February 2001, OPG and Capgemini launched a joint venture called New Horizon System Solutions to deliver IT services to OPG.

Over time, the relationship evolved as OPG's requirements for IT services shifted with an initial focus on service stabilization followed by customer service quality improvements, project delivery and IT contract procurement support, all while maintaining a focus on cost reduction.

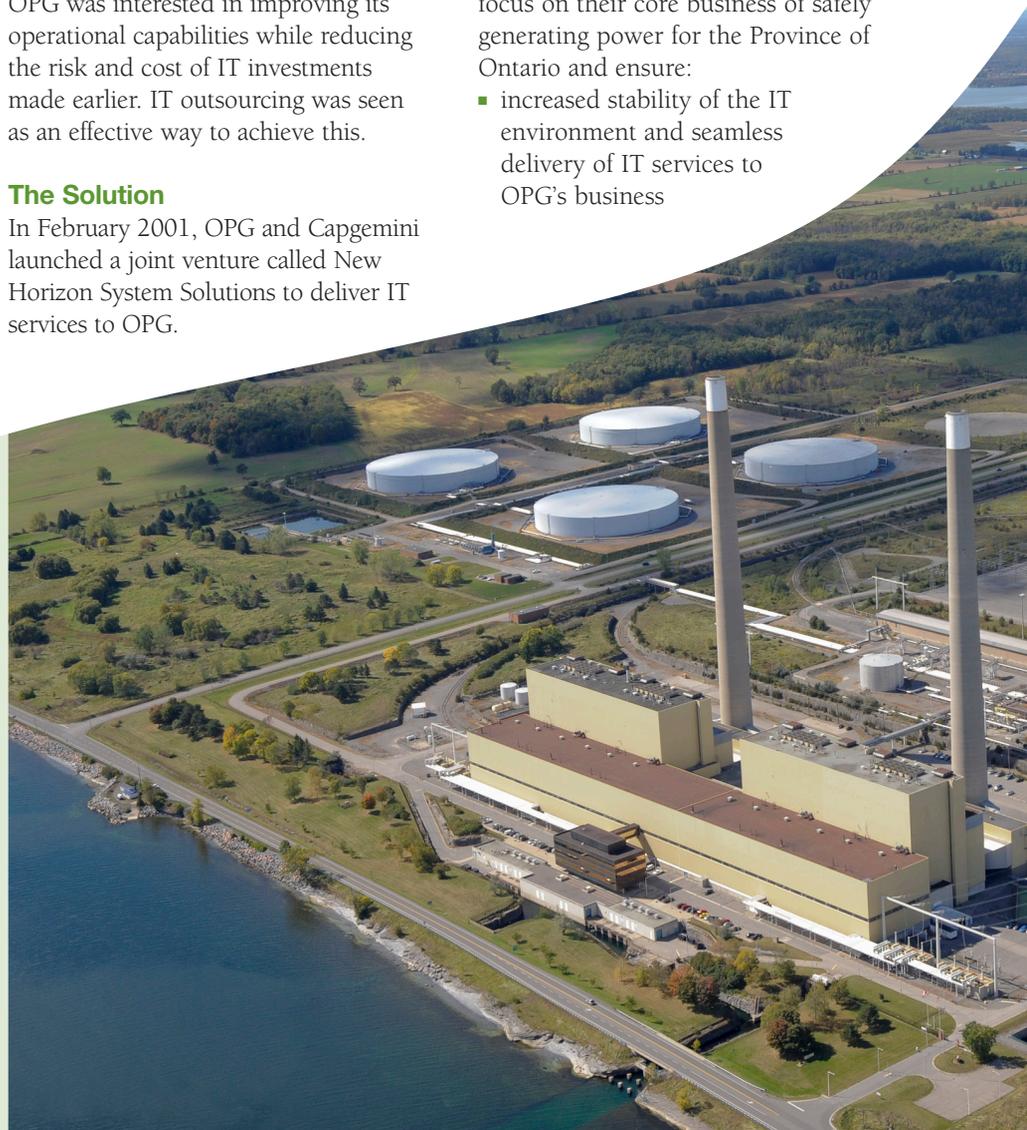
The Result

The arrangement allowed OPG to focus on their core business of safely generating power for the Province of Ontario and ensure:

- increased stability of the IT environment and seamless delivery of IT services to OPG's business

“OPG and Capgemini have always found a way to make the relationship work. I like to think of our relationship and its evolution as one that is primarily driven by our personal relationships and respective business needs wrapped in a commercial construct that happens to look like a contract. The commitment to collaboration to get to a “win/win” situation is real on both sides and has been critical to our success.”

Geoffrey Mitchell,
Account Executive, Capgemini



- effective measures for service quality and timeliness
- improved opportunities for its employees to grow in a global IT-focused organization
- significant cost savings relative to the original IT structure
- industry-standard and market-based variable pricing that aligns with OPG's long-term business objectives

How OPG and Capgemini Work Together

Three critical elements form the core of the relationship between OPG and Capgemini: Leadership, People and Delivery. These elements allowed the two organizations to successfully evolve the relationship over time.

Leadership

Senior leadership from Capgemini and OPG were involved through a formal governance structure, topic-based conversations and workshops. This engagement created an open, communication-rich relationship between the two companies' leadership, allowing the parties to understand where each others' business is going and accordingly make changes to the strategy.

People

Capgemini and OPG have each invested in the people who make the relationship work. Capgemini's account and delivery team, combined with global best practices and tools, enabled an intimate, yet industrialized approach to meet OPG's business and IT challenges. In turn, OPG invested in both executive oversight of the relationship and an engaged supplier relationship team to manage and support Capgemini in delivering services. Clear accountabilities between the two companies and a balanced approach played a very important role in the success of this engagement.

Delivery

Capgemini enhanced IT service delivery for OPG with its initial focus on improving the day-to-day IT experience for the business by increasing service

stability and minimizing business interruptions due to IT downtime. This was a critical accomplishment that allowed OPG to focus on its core business and enabled Capgemini to grow its service portfolio.

The scope of services covers Infrastructure Management; Application Development; Applications Support and Maintenance; Voice and Data Network Management; Data Center Operations and Help Desk Support. IT applications support for OPG includes ERP (SAP, Passport) and custom applications as well as project delivery services.

A Flexible Model

In addition to the formal governance structure, Capgemini expanded the working relationship with OPG. In 2009, significant joint solutioning work was completed with both parties

engaged in a highly collaborative process to review requirements. Best practices were shared to determine the configuration of services and delivery capability that OPG needed to move ahead. This future-state paradigm provides a strong focus on demonstrating value for money and innovation.

As we enter the second decade of this engagement, Capgemini and OPG, together have demonstrated success in evolving the relationship from traditional outsourcing to a more strategic and collaborative partnership.

For more information on the project, please contact:

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About Capgemini

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services.

The Group reported 2011 global revenues of EUR 9.7 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.

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In collaboration with



OPG is an Ontario-based electricity generation company whose principal business is the generation and sale of electricity from its generating assets,

while operating in a safe, open and environmentally-responsible manner. OPG was established under the Business Corporations Act (Ontario) and is wholly owned by the Province of Ontario.

For more information, please visit: www.opg.com