



*I am proud of the joint team effort by Stedin and Capgemini, and the successful implementation of the Oracle BPM solution. We are ready for the future and are very confident in a successful future in Smart Metering.”*

**Arjan Donker**  
Director, Stedin Meetbedrijf



# Simplifying Work Order Management for a Smart Meter Rollout at Stedin

**Capgemini deploys Oracle Business Process Management software for Dutch energy utility**

## The Situation

Energy Distribution Network Operator (DNO) Stedin manages part of the Dutch grid, and provides gas and electricity to more than two million domestic, business and government customers in the most populous region of the Netherlands, the Randstad. The company also has the responsibility of installing smart meters for its customers. It is believed that insight into actual energy consumption by households will reduce the consumption significantly. In 2007, the Dutch Government therefore decided that all homes in the Netherlands should have smart meters installed.

This decision posed a challenge to Stedin – they needed to install 10 times more smart meters in the near future to meet the initially set deadline. This meant that the job could no longer be performed manually but needed to be completed with an automated process involving more subcontractors. And the increased volume required new interfaces and workflows. Stedin needed to prepare for this huge smart meter roll-out to its customers, and comply with the new law. At the same time, the company wanted to improve control of its processes and make its operations more efficient.

With a proven track record in large and complex Smart Energy Services (SES) projects worldwide, and expertise in Business Process Management (BPM), Capgemini won implementation of a solution for Stedin to help meet its challenges.

## The Solution

Capgemini assessed Stedin's objectives and, as a vendor-independent service provider, proposed Oracle-based applications and technology as the best solution for the energy company. Capgemini, an Oracle Diamond level partner, worked with Oracle's pre-sales team in the Netherlands on detailed technical questions, quality checks and verification.

The team deployed several components of Oracle Fusion Middleware including Oracle Business Process Management, Oracle Business Activity Monitoring, Oracle Service Bus, Oracle Application Development Framework (ADF) and Oracle BI Publisher Database components for Stedin's organization. Weekly workshops were held with Stedin's staff for them to learn about the full power and possibilities of BPM by working through all of its process structures in detail.

The project was the first Oracle BPM/SES project of its size in the Netherlands. Every phase of the project was delivered on time and within budget.

## The Result

Stedin is now prepared for the large smart meter roll-out in the Netherlands. With its team of professionals trained in state-of-the-art BPM technology, the company has more control of its internal processes, and its operations run more efficiently than ever before. Stedin not only has an excellent view of its Work Orders, but can proactively manage them to meet its objectives on time and within budget.

Among the many benefits are:

- increased efficiency and savings due to better insight in the Work Order of the roll-out
- better transparency and management of the smart meter roll-out, including progress reporting
- improved response time on the deployment and planning of the roll-out
- the ability to identify how to accelerate deployment times in real-time and identify assets requiring preventative maintenance for the future

The project was such a success that Oracle invited Stedin and Capgemini to give a joint presentation at Oracle OpenWorld 2011, Oracle's annual flagship industry event in San Francisco, US.

## How Stedin and Capgemini Worked Together

The project encompassed requirements gathering, process modeling and design, and implementation, in addition to coaching and knowledge sharing.

Supported by its Accelerated Delivery Center (ADC) infrastructure and project experts, Capgemini's team worked at Stedin's offices full time. Capgemini brought in a business analyst with domain knowledge later in the project and used its powerful Rightshore® approach for testing and deployment quality checks.

To craft the solution, Capgemini employed the CORA model (Common Reference Architecture) to design and deliver integrated IT solutions successfully. Stedin was also very impressed by the dashboards, which were introduced in Release 3 to provide insight into departments' activities and show the status of all Work Orders. This decision created so much enthusiasm that Stedin immediately bought several plasma screens to display its Key Performance Indicators (KPIs) in several locations in the building to encourage a proactive work ethic.

The standard Work Order process around Stedin's smart meter program involved many systems including Customer Relationship Management (CRM), Metering, and Planning & Execution.

Using Straight Through Processing (STP), Capgemini analyzed the existing workflows and simplified the entire workflow process. The team, working as agilely as possible, automated everything that did not require human interaction but retained the human element for tasks where errors had occurred or where planning was required.

For more information on this project, please reach us at:  
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### About Capgemini

With 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



Stedin supplies gas and electricity to more than two million households, businesses and government organizations in three of the four cities in the Randstad, the Dutch conurbation which includes Amsterdam, Rotterdam, The Hague and Utrecht, and also to the Rotterdam harbor area. In this region of the Netherlands, the company is responsible for the power supply system, planning and maintaining sustainable energy facilities, and it also has interests in new energy technologies. Stedin is a wholly owned subsidiary of Eneco.

More information is available at:  
[www.stedin.net](http://www.stedin.net)