

ADMnext increases visibility and creates better customer experiences

Capgemini implements an end-to-end strategy for improving IT process visibility and customer service, while driving down costs

Addressing market disruptions driving change

A primary Canadian electricity transmission utility provider must meet stringent reliability targets and maintain low prices. But at the same time, operating models for utilities are becoming more complex, with a growing number of energy sources, a greater frequency of erratic weather events, and more focus on customer service.

Overview

Client: A major Canadian utility provider

Sector: Energy and Utilities

Client Challenges: The client wanted to improve its customer service and IT and process visibility, while also lowering overall costs

Solution: Capgemini implemented its ADMnext and Automation Drive solutions to deliver:

- Standardized and automated processes
- Higher system availability
- Lower operating costs
- Real-time data processing
- Cloud-based scalability and cost predictability



The Challenge

The company wanted a clearer picture of its IT infrastructure and how its performance affects business operations. It also needed to minimize operational costs so it could maintain the lowest rates for customers and demonstrate this to the regional energy board. Finally, the client has always strived to offer exceptional service at the best value in two key areas: IT services for internal business functions, and customer service for the company's ratepayers, who rely on the company for electricity as well as efficient and convenient service delivery.

The Solution and Benefits

The client chose to work with Capgemini due to the wide range of innovative services and solutions available. These include:

- Data center transformation
- Service Integration and Management (SIAM)
- Application Development and Management
- IT outsourcing
- Business Process Outsourcing

With a data center transformation, Capgemini is moving the client's entire IT infrastructure to the Cloud, utilizing ADM next – a comprehensive portfolio of ADM assets and services aimed at delivering uninterrupted value and excellence. In collaborating with HPE and VMware, Capgemini was able to craft a uniquely effective Cloud solution that resulted in:

- A certified, software-defined data center (SDDC)
- Automation that reduces provisioning times from months to hours
- Rapid cross-skilling and upskilling so that existing employees can add value to the new delivery model

An agile, outcome-based approach

The client is already achieving a plethora of positive outcomes with ADMnext. The new contract provides services at a fixed annual cost, with resources split between infrastructure management, enhancements, and new initiatives. If infrastructure needs periodically spike, resources are shifted from new initiatives to maintain cost predictability. In addition, if process improvements lower operating costs, resources are applied to future-focused activities.

The utility's core processes will be Cloud-based and include finance, HR, supply-chain management, field services, and customer service. These processes will run on a new implementation of the SAP S/4 HANA enterprise application suite that will deliver benefits such as:

- Standardized and automated processes
- Higher system availability
- Lower operating costs
- Real-time data processing
- Cloud-based scalability and cost predictability

Overall, Capgemini brought the following benefits:

- A certified, software-defined data center (SDDC)
- Automation that reduces provisioning times from months to mere hours
- Rapid cross-skilling and upskilling so that existing employees can add value to the new delivery
- Standardized and automated processes
- Higher system availability and lower operating costs
- Real-time data processing and Cloud-based scalability and cost predictability
- An enterprise-wide view of IT and business-process performance Technology service levels tied to relevant business outcomes
- The ability of IT to demonstrate value to different business lines

End-to-end IT infrastructure services

Capgemini has also provided the client with end-to-end IT infrastructure services. This covers everything from application development to the utility's customer information system (CIS). It also includes a new IT support approach, from a multichannel, intelligent service desk to a tech bar walk-up IT service center. With this end-to-end approach, the organization now has an enterprise-wide view of IT and business-process performance. Technology service levels are tied to relevant business outcomes and IT can demonstrate its value to the different segments of the business.

Data-driven, predictive operations

In improving overall operations, Capgemini delivered data-driven and proactive monitoring, leveraging different sets of toolchains, which specifically addressed the individual needs of developers and operation teams.



We're committed to investing in our infrastructure to ensure we can deliver power more efficiently to our customers. Our work with Capgemini means we can improve our existing IT systems and processes while exploring new initiatives to keep our business looking forward."

CIO
Client's organization

The Road Ahead with ADMnext

Capgemini will continue to manage and optimize a broad range of the client's business processes, including finance and accounting, payroll, billing, source to pay, and large customer settlements.

The partners are also creating a center of excellence for process automation to leverage advanced technologies like Artificial Intelligence and robotic process automation (RPA). Repeatability is leading to lower costs and higher service quality. For example, software bots offload repetitive tasks and free customer service agents to more effectively address customer needs.

Overall, Capgemini will continue to help the client in this challenging business environment with its joint IT transformation. This will lower costs, improve processes, and help the search for new infrastructure initiatives to invest in, so the client can deliver consistent power and impeccable service to all customers.



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 realise 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 over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

Visit us at

www.capgemini.com