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- News Alert -

Capgemini launches new smart metering management platform for Utilities

Paris, February 3, 2011 – Capgemini’s Smart Energy Services team today announced the global launch of a new smart metering management platform for its utility clients. The new platform, named **Smart Energy Services Platform**, is an enhanced version of an existing automated meter management (AMM) solution developed by Skvader Systems AB, the Nordic smart metering company acquired by Capgemini in July 2010. The solution, used by Skvader’s utility clients for the last eight years, is currently supporting 1 200,000 smart meters in Sweden – part of those in E.ON for Smart meter operations and field services. Sweden is the most mature market in Europe for the technology, for operation and maintenance, and Capgemini has 25% market share of meters under management on this market. Smart Energy Services Platform supports all the end to end business processes necessary for a highly efficient deployment and ongoing operation of a smart meter estate. The platform has the further advantage of supporting the meters from most major meter vendors of the market, as well as Meter Data Collection and Meter Data Management technologies.

“After working with utilities across the globe for many years, Capgemini has an in-depth understanding of the complex set of challenges that the deployment and management of smart meters represents,” comments Perry Stoneman, vice president and global leader of Capgemini’s Smart Energy Services team. *“Success is dependent upon the ability to tightly manage the end-to-end business processes, including: meter connectivity, effective tracking of work orders, control of field services and analysis of live information on service levels in near real time. Unlike other offerings on the market, our platform has been tried and tested over several years across millions of meters and is already the basis for the delivery of high quality meter management services to our utility clients in the Nordics. We now want to propose an enhanced version of this platform to our utility clients and prospects globally.”*

Key benefits for the utility using Capgemini’s new smart metering management platform span both metering field services and meter operations. In the field, effective business process controls built into field service personal digital assistants (PDAs) ensure that engineer travel is optimized and installation and maintenance tasks are successfully completed through adherence to detailed workflow instructions. The controls significantly

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reduce the number of costly multiple site visits that can heavily impact a utility's return on investment. Remote logistical services and back-office processes are also fully integrated into the platform, providing utilities with end-to-end, centralized control over supply chain and field service work, even if it is executed by a third party.

The multi-language, multi-client platform can be delivered to clients as a Capgemini managed business service, a SaaS¹ solution or licensed for deployment in the utilities' own data centre. The platform provides customers with the following services:

- **Case Management** - Built-in case handling that manage and follow-up on business processes
- **Work Order Management** - Creation, technical planning, allocation and assignment to resources and execution
- **Mobile application** – PDA application for execution of work orders in field. Controlled work flows.
- **Device & Meter Data Management** - Collection and delivery of energy consumption, asset management and meter operation
- **Monitoring & Troubleshooting** - Analysis of meter performance and communication status
- **Customer Management** - Management of customer contact via multiple channels
- **Material Logistics** - PDA-based management of supply chain
- **Resource Management** - Management of system users, skills, qualifications, access privileges

In addition to supporting its existing Smart Meter managed services client base, Capgemini's Smart Energy Services team is currently in dialogue with more than 10 of its existing utility clients in Europe as well as several clients in the US and Canada about the new Smart Energy Services Platform.

For more information about Capgemini's new smart metering management platform, Smart Energy Services Platform, please visit: www.capgemini.com/smartenergy.

Note to the editor:

Smart Energy Services is part of the five offerings launched by Capgemini group in 2010. This global service line is providing the full spectrum of smart metering, smart grid, smart home solutions and smart analytics to utilities across the globe. The offering leverages a range of proven services and best practices successfully developed by Capgemini since 2004 working with more than 20 North American and European utilities. Also central to the Smart Energy Services offering is the company's proprietary Managed Business Services, a usage-based pricing model designed to offer greater flexibility for the utility, which reduces risk by minimizing large upfront capital expenditure.

About Capgemini

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business ExperienceTM. The Group relies on its global delivery model called Rightshore[®], which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 35 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs over 100,000 people worldwide.

More information is available at www.capgemini.com.

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¹ SaaS (Software as a Service)