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EDF Energy Networks Streamlines Customer Service with New SAP Technology from Capgemini

London, June 30, 2008 – Household and small business customers of EDF Energy’s Networks Branch requiring new connections or service alterations are to benefit from a new, streamlined service following the successful completion of a new IT system in a project managed in collaboration with Capgemini UK plc.

EDF Energy Networks was keen to develop a system which would fit with the company’s sustainable approach to doing business. The energy firm wanted an IT solution which would cut down on the administrative time and paperwork involved in providing quotes for customers requiring a new connection or an alteration to their service. The company’s Business Improvement and Technology team set about developing a tailor-made system with Capgemini and from May customers started to receive instant quotations and were able to agree a date for work to be carried out at the time of the initial site survey. They have also been able to pay for the work straight away by credit or debit card, and benefit from reduced paperwork, since the new system involves paperless or largely paper-free processes.

EDF Energy Networks technicians and service staff access the system using new portable computers to enable them to confirm details of work needed, give instant quotes with dates and prices, and provide customers with up-to-date information on the progress of each individual job. This service is thought to be a first in the industry and is being evaluated by other power distribution companies.

The new system is based on the latest SAP Customer Relationship Management (CRM) and SAP Portal software and the eight-month engagement to design, develop and deploy it was based on collaboration between EDF Energy, Capgemini UK plc and SAP UK. Capgemini UK plc was responsible for designing and building the SAP-based solution using its Rightshore® delivery model.

EDF Energy's Networks Branch, which operates the new system, carries out 30,000 new connections for domestic and small business customers per year, and supplies power to 7.8 million homes and businesses in London, the East of England and the South East.

Nigel Stevens, EDF Energy's Managing Director of Business Improvement and Technology said:

'The operational model we've developed within the Business Improvement and Technology department of EDF Energy gives us efficiency and flexibility around the IT and business change projects we do - and this is a clear example of our model working successfully. This project will deliver significant benefits both to the customer and to EDF Energy.'

Mark Turner, Account Lead, Capgemini UK plc, said:

'We are delighted to have successfully completed another key project at EDF Energy and to have again confirmed our status as one of SAP's premier technology partners for the energy and utilities sector.'

Kris McKenzie, Head of CRM, SAP UK, said:

'This is a great example of utilising the latest SAP technology and solutions, together with Capgemini's expertise in design and implementation, to greatly enhance the customer experience whilst streamlining the quote to cash process.'

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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 Experience - and through a global delivery model called Rightshore[®], which aims to offer the right resources in the right location at competitive cost. Present in 36 countries, Capgemini reported 2007 global revenues of EUR 8.7 billion and employs over 83,000 people worldwide.

More information is available at www.uk.capgemini.com.