

# Roadmap for Next-Generation Systems at Sibelga

**The roadmap, developed in co-operation with Capgemini, allows Belgian intercommunal company Sibelga to meet future IT and regulatory requirements**

## The Situation

Pending the deregulation of the Belgian energy market, Sibelga, the intercommunal company that operates the natural gas and electricity distribution network in the Brussels-Capital Region, needed to develop an IT roadmap in preparation for its next generation computer system.

As of 1 January 2008, Sibelga will also need to operate its own IT systems independently of the former operator Electrabel. After putting out a request for tenders in 2005, Sibelga selected Capgemini as its partner for conducting this fundamental consultancy project. The project will have significant long-term impact on Sibelga's business as it forms the groundwork for the intercommunal computer infrastructure for the years ahead.

## The Solution

Capgemini immediately decided to take an open approach to the project. The first step was to analyze the market situation and Sibelga's needs before deciding on a technology solution.

Capgemini developed a roadmap for managing the transition period, taking into account company priorities, regulatory deadlines, technical requirements and market norms and standards.

## The Result

Capgemini joined forces with Sibelga's IT department to map out all the resources that the intercommunal company has at its disposal. It then produced a roadmap that fully met their expectations. With this new

**“Other service providers had already decided on a particular technology before they even analyzed our needs. Capgemini, on the other hand, had no set agenda in mind and took a completely open approach to the project.”**

**Philippe Colin,**  
Chief Information Officer,  
Sibelga



roadmap, Sibelga and its IT partners are now ready to manage the transition period as well as implement the solutions they need to support and further develop the intercommunal's operations.

### How Sibelga and Capgemini Worked Together

"There were a number of reasons why we decided to work with Capgemini," explained Philippe Colin, Chief Information Officer at Sibelga. "First of all, we were very impressed with the company's open approach. Other service providers had already decided on a particular technology before they even analyzed our needs. In contrast, Capgemini had no set agenda in mind, allowing us greater independence and freedom of choice. Another advantage of working with Capgemini was the credibility of their proposal: realistic, applicable, and based on a wide range of proven methodologies and tools. Finally, Capgemini's leadership position in serving the utility sector was an additional selling point."

"We had to operate under rather unusual circumstances," commented Pierre Lorquet, Vice President of Capgemini. "The project got going at a time when Sibelga was going through some major changes, getting ready for the deregulation of the energy market on 1 January 2007 and moving ahead with its merger with Netmanagement Brussels on 1 September 2006. Our project teams had to adapt to the changing environment and make sure they met all the critical deadlines. Our role was to facilitate the process of implementing the roadmap within the IT organization. In order to achieve this, we put our methods, tools and best practices to good use as well as our extensive knowledge of existing solutions on the market."

To be more precise, a team of Capgemini consultants joined forces with Sibelga's IT department to analyze all the existing solutions and

identify future opportunities. Capgemini's assistance in developing a roadmap for Sibelga included business modeling, gap analysis, target systems architecture, a variety of scenarios for further development, strategic fine-tuning and the transformation plan. The end result was entirely sound, both technically and financially feasible, and based on "best in class" solutions, notably SAP IS-Utilities technology. Sibelga is now fully prepared to handle its future IT needs and fulfill all its regulatory requirements.

The partnership ran smoothly thanks to the skillful mix of two key ingredients: enormous flexibility on the part of the Capgemini consultants and internal support for the project by key members of the Sibelga management team. Communication and knowledge sharing among both parties was a determining factor in the success of the project. Sibelga was delighted with the services provided as well as the roadmap that outlines all the different steps in terms of priority.

Sibelga is currently in the process of implementing these various projects, together with its IT partners.



### About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience. Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of

world-leading technology partners and collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration. Capgemini employs approximately 61,000 people worldwide and reported 2005 global revenues of 6,954 million euros. More information is available at [www.capgemini.com](http://www.capgemini.com)

Capgemini Belgium  
Energy, Utilities & Chemicals  
Consulting Services  
Transformation Consulting  
Utilities Market Restructuring

**Approved by:**  
Philippe Colin, CIO, Sibelga  
Pierre Lorquet, Vice President, Capgemini

In collaboration with



Since 1 January 2003, Sibelga has been operating the distribution activities formerly managed by the old intercommunal companies Interelec,

Interga en Sibelgaz. The company is the only electricity and natural gas distribution network operator in the Brussels-Capital Region.