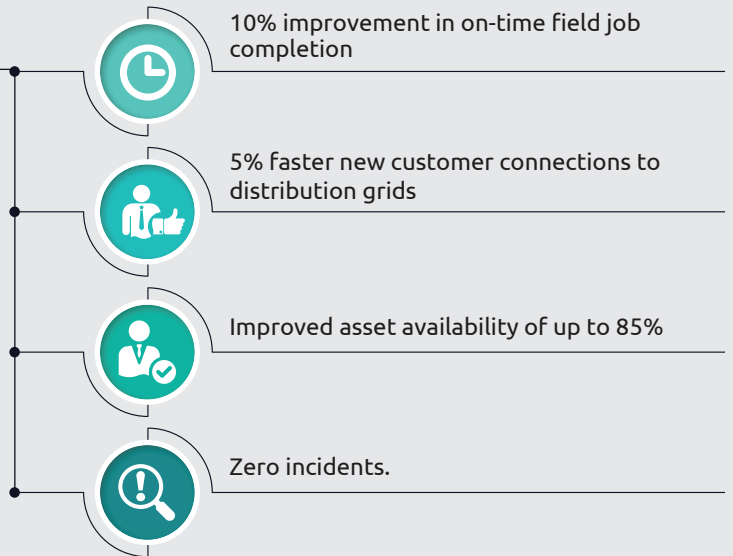Capgemini

ADMnext
FOR ELECTRIC UTILITIES
(TRANSMISSION & DISTRIBUTION)

POWERING YOUR FUTURE BUSINESS
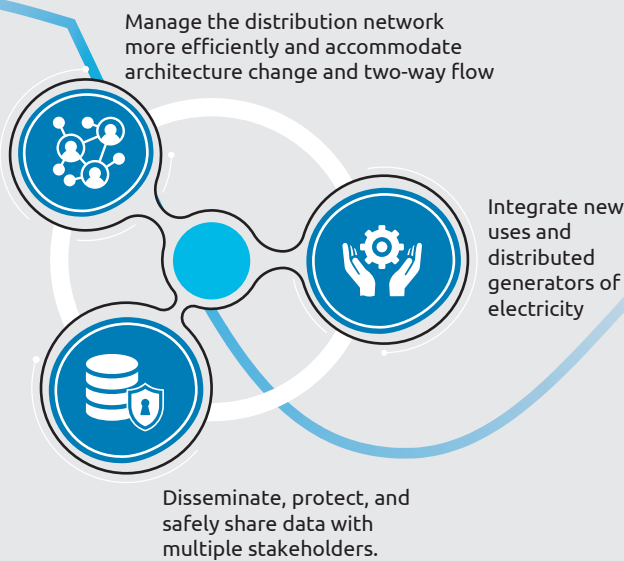## HELPING YOU STAY AHEAD OF ALL THE TRENDS – AND STAND BEHIND EACH OF YOUR CUSTOMERS

ESTIMATED BUSINESS BENEFITS

10% improvement in on-time field job completion

5% faster new customer connections to distribution grids

Improved asset availability of up to 85%

Zero incidents.

A REAL LIVE WIRE
ELECTRIC UTILITIES AND DISTRIBUTION AND TRANSMISSION IN 2021 AND BEYOND

Over the next 30 years, global economies will need to reinvent themselves from carbon-based to net-zero systems with new business models and technologies. This is leading to a major change in the role of smart distribution services operators, which will need to:

Manage the distribution network more efficiently and accommodate architecture change and two-way flow

Integrate new uses and distributed generators of electricity

Disseminate, protect, and safely share data with multiple stakeholders.

Overall, this is resulting in a host of challenges for transmission and distribution operators as network grids transform. These challenges include a higher share of distributed and intermittent renewables in the mix, which can result in greater grid instability, along with a need for better storage solutions and the leveraging of maturing digital technologies like IoT, 5G, and AI, to achieve progress. There is also a need for greater grid resiliency in the face of more intense weather events and accountability for energy transition. Additionally, current business models are coming under increased pressure with microgrids and self-consumption impacting T&D revenues.

CxO key priorities now include modernizing the smart grid, managing cybersecurity risk, growing services, improving resilience and supply continuity, and becoming an energy transition enabler while establishing sustainable and fit-for-future business models.

The answer to effectively address all of the above challenges is found in the way you run your business – and the innovation you can bring through the underlying applications that drive your operations. For future leaders in this space, the key to success lies in selecting the right applications partner, which is where Capgemini's ADMnext comes in.

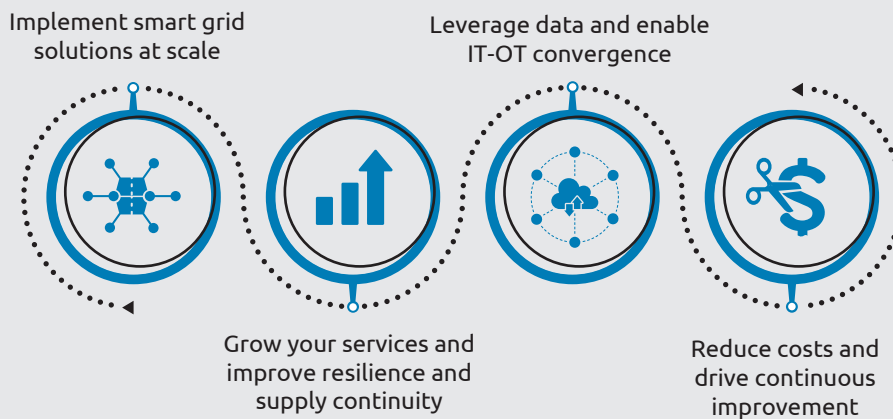# CAPGEMINI'S ADMnext FOR ELECTRICITY UTILITIES
POWERING CUSTOMER CENTRICITY, CYBERSECURITY, MODERNIZATION, COST REDUCTIONS, AND REGULATORY COMPLIANCE

Capgemini's ADMnext for Electric Utilities helps you deliver on all your top priorities by enabling you to better concentrate on your end clients with business-focused, value-added personalized services, which are enabled by digital, cutting-edge technologies and solutions. Firstly, our Adaptive ADM Services include hyper automation capabilities with Capgemini's Intelligent Automation Platform to help you deliver cost reductions and continuous improvement.
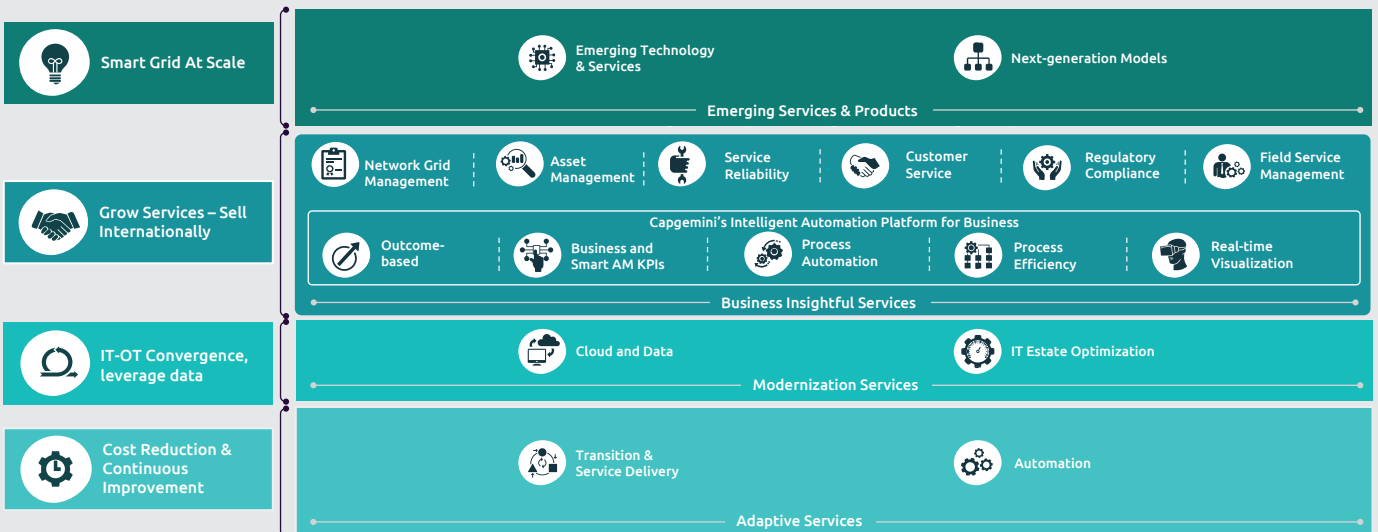
Next, our Modernization Services optimize your IT estate and manage your Cloud and Data infrastructure to ensure IT-OT convergence. While our Business Insightful Services include Capgemini's Intelligent Automation Platform for Business, which ensures an outcome-based approach that delivers on Business and Smart AM KPIs and process efficiency. Lastly, our Emerging Services & Products bring smart-grid-at-scale solutions to help you modernize your smart grid and manage cybersecurity risks. This set of services also enables you to deliver on network grid management, asset management, service reliability, regulatory compliance and customer service enhancement.

Essentially, Capgemini's ADMnext for Electric Utilities works closely with your business – putting skin in the game – and brings sustained incremental benefits that help you:

Implement smart grid solutions at scale

Leverage data and enable IT-OT convergence

Grow your services and improve resilience and supply continuity

Reduce costs and drive continuous improvement

ADMNEXT DELIVERS ON ALL YOUR BUSINESS PRIORITIES AND ADDRESSES EMERGING INDUSTRY BUSINESS & IT TRENDS

Focus on industry priorities enabled by...

Priority	Services
Smart Grid At Scale	**Emerging Services & Products:** Emerging Technology & Services · Next-generation Models
Grow Services – Sell Internationally	**Business Insightful Services:** Network Grid Management · Asset Management · Service Reliability · Customer Service · Regulatory Compliance · Field Service Management · Capgemini's Intelligent Automation Platform for Business: Outcome-based · Business and Smart AM KPIs · Process Automation · Process Efficiency · Real-time Visualization
IT-OT Convergence, leverage data	**Modernization Services:** Cloud and Data · IT Estate Optimization
Cost Reduction & Continuous Improvement	**Adaptive Services:** Transition & Service Delivery · Automation

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ADMnext FOR UTILITIES IN ACTION
DRIVING COST REDUCTION AND CONTINUOUS IMPROVEMENT ACROSS BUSINESS AND IT WITH BUSINESS INSIGHTFUL SERVICES

One of Canada's largest electricity transmission and distribution service providers was looking to better align its underlying applications and infrastructure to core business processes, drive improved efficiency and resilience, and reduce costs. So, ADMnext for Utilities worked with them to deploy our Business Insightful Services. These services begin with business process identification, establish IT element links to business processes, and identify business KPIs and smart AM KPIs. They are then used to track baseline results, identify IT improvement actions, and propose and implement solutions to lift performance.

On the business side of this electricity transmission and distribution service provider, Capgemini worked to monitor and improve the percentage increase of asset maintenance costs per kilometer of grid network, along with field jobs completed and new customers that were connected to the distribution network on-time. While on the IT side, Capgemini worked to monitor and improve the percentage of field jobs not completed on-time due to incorrect tagging of assets and equipment. We also looked at increases in asset maintenance costs per kilometer of grid network.

The end results of our Business Insightful Services deployment included:

85% improved asset availability

5% faster connections

and **10%** improved job completions.

LISTENING, INNOVATING, AND DELIVERING THROUGHOUT YOUR ENTIRE BUSINESS AND IT LANDSCAPE FOR A LEAN AND CLEAN FUTURE

In combining our years of business-focused partnership capabilities, extensive industry experience, and integrated IT services portfolio with solid ADM technology credentials, Capgemini's ADMnext for Electric Utilities will help you stay ahead of the trends and on top of your business priorities. Clients continue to choose Capgemini because we listen, innovate, and deliver the future they want at the right cost through a consultative and collaborative approach – earning their trust and loyalty in the process.

The potential benefits for your business and IT are infinite – and together, we're committed to helping you deliver a clean, profitable, and sustainable future to you and your end customers.
Contact us **here** to learn more about Capgemini's ADMnext.

About
Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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