



Digital-first. Data-driven. Future-ready.

At CGI, approximately **6,000 utilities consultants** help clients navigate the energy transition while driving competitive advantage. Our experts work side-by-side with **250+ electricity, water and downstream gas clients**, including **9 of the top 10 utilities** across Europe and North America.

Client insights. CGI action.

In 2019, we met face-to-face with 127 utilities executives to learn about their top trends, priorities and challenges.

What we heard from clients

How we partner to help them succeed

<p>Industry trends: Becoming digital organizations to meet customer expectations and grow</p>	<p>Applying our industry expertise and breadth of capabilities to drive end-to-end transformation and navigate the energy transition</p>
<p>Business priorities: Improving the customer experience and optimizing operations</p>	<p>Digitizing and re-engineering processes and systems to reduce costs and achieve higher levels of operational excellence and customer engagement</p>
<p>IT priorities: Driving IT modernization and delivering on the benefits of data analytics and business insight</p>	<p>Re-platforming for flexibility and agility, and leveraging high-value data that drives operational efficiency and new revenue streams</p>

Advancing the energy transition through end-to-end strategies and innovation

The move to a low-carbon economy, deregulated market structures and increasing customer expectations are driving utilities to embrace new business models.

CGI is helping Finland's electricity operator, **Fingrid**, develop a centralized information exchange solution using our Central Market Solutions (CMS) platform. The platform will store records for all of Fingrid's 3.5 million energy users and support simplified, faster and enhanced efficiency of data exchange and Finland's move to a fossil-free society. We are also supporting Dutch energy network operator **Gasunie's** digitization strategy by providing information and communications technology (ICT) expertise.

Supporting the future of central market operations
CGI has designed, built or maintains 14 central market systems in 10 countries around the world.

"Datahub will be the centralized data warehouse for the electricity retail market. Parties no longer transfer data with each other but communicate with the Datahub. With this procurement decision, the Datahub project will transfer into execution phase and we will be able to see concrete results."

Pasi Aho
Chief Operating Officer, **Fingrid Datahub Oy**, Helsinki, Finland

Modernizing IT to drive end-to-end process improvements and enhance the customer experience

Our services drive industry advances and best practices, building innovation into clients' businesses.

For instance, **Netze BW**, a subsidiary of a large German energy supplier, asked CGI to digitize manual customer and supplier processes. With an agile, cross-functional team that introduced a DevOps culture, we helped the company modernize from manual to digital and mobile-based processes and technologies across its customer and supplier operations. This project has led to an increase in online customers, who have faster, easier access to services and support.

For **KSS Energia**, an electricity, gas and district heat services provider in Finland, we are deploying CGI's Kolibri solution, a software-as-a-service customer information system that provides a holistic view of customers and a better end-user experience. We will also support the implementation of marketing automation and the development of a new online store and customer portal, helping the company prepare for the opening of the Finnish Datahub in 2021.



"As Datahub opens, it will be easier for customers to benefit from the products and services of companies in the electricity market. In addition, the gas market is introducing open competition in more than a year. As competition intensifies, energy companies must provide better and more flexible service. We want to be the best provider of services and customer experience in our industry, so CGI was a natural choice for us, both in terms of technology and long-term experience in the energy industry."

Kyösti Jääskeläinen
CEO, **KSS Energia**, Kouvola, Finland

Harnessing data to drive operational excellence and digitally transform

Data is the new "digital capital" as utilities seek to realize its benefits to optimize and digitize operations and to drive ecosystem innovation with data services.

CGI partnered with long-time client **Hydro-Québec**, one of world's largest hydroelectric power producers with an integrated business, including electricity distribution. Together we launched MILES, an innovative advanced data analytics solution to address the root causes of electricity outages before they occur.

Harnessing nature's power
CGI's award-winning Renewables Management System (RMS) monitors and controls in real time 7,800 turbines on 380 wind farms in 12 countries.



"We're excited to partner with CGI in launching a solution that promises to transform how utilities address momentary faults. We have been working with CGI for many years, and its extensive information technology/operational technology expertise within the utilities sector, as well as its deep implementation experience, will help utilities everywhere leverage MILES to improve their condition-based maintenance and network reliability strategies."

Jean Matte
Director of the **Hydro-Québec Research Institute**, Montréal, Canada