

The CGI logo is displayed in a bold, red, sans-serif font. It is positioned in the upper right corner of the page, above the tagline. The background of the entire page is a composite image featuring a clear blue sky with scattered white clouds, several white wind turbines of varying sizes, and a large array of blue solar panels in the foreground. In the top left corner, there is a network diagram consisting of various colored nodes (red, orange, grey) connected by thin white lines, symbolizing digital connectivity or data networks.

Experience the commitment®

# **Driving enterprise-wide transformation for utilities**

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Accelerate the energy transition with CGI

# Advance your digital journey

Utilities around the world are evolving to succeed in a changing market. Digital technologies, rising consumer demands and the urgent need to move to an affordable, secure and low-carbon society are driving utilities to reinvent themselves and rethink how they deliver value to their customers. The journey is unique to each utility, and speed to market needs a blend of skills to realize value from digital initiatives. This requires expert digital transformation and technology partners to help navigate the energy transition and remain competitive.

## Key features of the digital utility of tomorrow

### UNIQUE

Uniqueness of local utilities' retail business



Digital technologies



Customer demands



Markets differences

### PERSONAL

New technologies and data for ultimate personalization of service and engagement



Innovation



Big data



Micro markets

### FAST

Simpler, flatter organization close to the customer that is empowered to act



Agility



Speed

## Accelerate the energy transition with CGI

At CGI, we combine deep industry expertise and local market knowledge to enable utilities to achieve their strategic goals. We focus on helping you innovate to address distributed energy resources, harness data for actionable insight, improve operational excellence, delight customers and protect the business.

CGI works across the entire utility value chain, from production and generation, to transmission and distribution, to utility suppliers and central market operators. We partner with energy retailers and producers and distributors of electricity and natural gas, as well as with water and wastewater management companies.

Enabling utilities to drive enterprise-wide digital transformation

## Experience the commitment of a trusted partner with a holistic transformation approach

**30+** years

supporting the transformation of utilities markets around the world

**9/10**

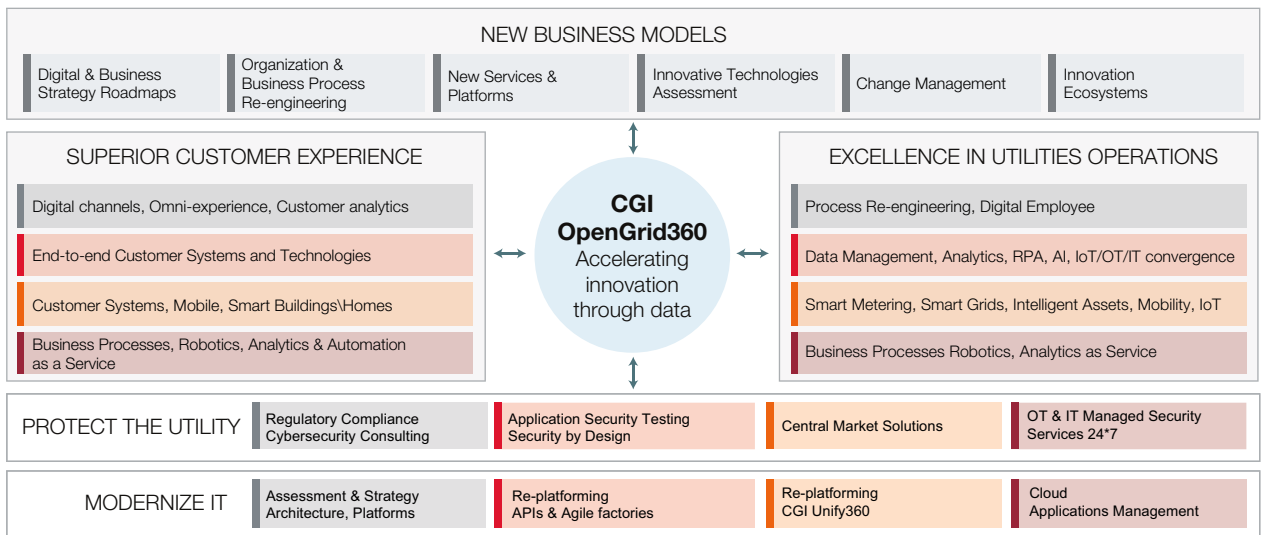
of the largest utilities worldwide partner with CGI

**250+**

electric, water and gas clients across Europe and North America

CGI is one of the few firms with the scale, reach and capabilities to help you meet the ever-evolving digital expectations of your customers and citizens. This includes an expansive ecosystem of strategic technology, industry and academic third-party relationships. Operating across the globe, we deliver end-to-end services and solutions, including strategic IT and business consulting, systems integration, intellectual property, and managed IT and business process services. These services are reflected in our Digital Utilities Transformation Framework.

### CGI's Utilities Digital Transformation Framework





## Listening is in our DNA

Every year, we meet face-to-face with utilities business and IT executives to gather their perspectives on the trends affecting their enterprises. The resulting CGI Client Global Insights support both CGI's and clients' strategic and business planning and inform how we can work together to address key imperatives.

In 2019, we met with 127 utilities executives who shared that while 92% have a defined digital strategy in place, only 11% of enterprise-level digital strategies are producing results.

Source: CGI Client Global Insights ([cgi.com/client-global-insights](http://cgi.com/client-global-insights))

## Work with **experts** who understand **your business**

# 6,000

CGI consultants are helping utilities around the world drive profitable growth

### Supporting the secure exchange of information among RTE's ecosystem

Recognizing that data is key to the energy transition, RTE, the French transmission operator (TSO), wanted to publish information and share data with its partners and customers that went beyond its regulatory obligations. The company turned to CGI for our deep understanding of its organization and processes as well as our API management expertise. Using our agile project methodology and framework, we helped to deploy, in a short timeframe, a data exchange platform that enables easy access and secure exchange of information among RTE's ecosystem of partners and supports the utility's digital transformation journey.

### Advancing the Danish electricity market

"We experience qualified expertise when we work with CGI's specialists. There is a sincere commitment and a willingness to learn from each other. Together, we have created a platform for the (Danish) electricity market for many years to come."

Martin Lervad Lundø, CEO, Energinet DataHub, Fredericia, Denmark

## Drive success with **utilities-focused solutions**

# 15<sup>GW</sup>

of renewable energy production in 11 countries across three continents are controlled by CGI OpenGrid Renewables

### Accelerating digitization

More than 20 of our intellectual property (IP) solutions are utility-specific applications and digital enablers co-developed with clients that capture industry advances and best practices. They include solutions to operate central market systems and improve back-office efficiency, as well as manage customer information, advanced meter infrastructure, assets (including renewable assets), field operations and workforce, supervisory control and data acquisitions (SCADA) and analytics.

### Improving renewables asset management for Generg

"Generg's collaboration with CGI and our implementation of the Renewables solution is a strong step towards our objective of seeking improvements in the O&M of our operational assets, and an associated increase in the efficiency of our renewable energy production."

Helder Serranho, COO of Generg, Lisbon, Portugal

## Join an ecosystem of co-innovators

**30+** years

is our average relationship  
tenure with the world's largest  
utilities

### Improving network data insight to meet future customer needs

Utility network owners and operators need to accelerate change, optimize operations and support future energy market needs. CGI OpenGrid360 is an innovative suite of solutions and services designed to improve data insight and accelerate innovation to meet the evolving demands of the new energy system. It supports the complete network value chain from asset to outage management and more. Co-developed with large network operators as part of the UK smart grid innovation projects, the hub of the solution is the CGI OpenGrid Foundation, a master data management and integration layer that provides a single view of a utility's network.

By allowing data to be centralized and securely shared across IT, operational technology (OT) and business systems, this unique approach supports real-time decision-making and faster development of new applications and services required to compete in an evolving energy market. As a result, companies can more rapidly deploy in-house or third-party applications to launch new services for consumers, prosumers and other market parties. This kind of business value is not possible using traditional relational databases or unstructured data lakes.

An end-to-end solution suite, CGI OpenGrid360 supports the complete network value chain from asset to outage management and more. It includes strategic consulting, integration and managed services, business applications and an innovative data management approach.

## Benefit from emerging technologies to optimize your business

**53 million** smart gas and electricity meters in Britain will communicate through CGI systems

### Turning innovation into results

Our clients benefit from the expertise of CGI's nearly 50 emerging technology practices across 14 countries. These practices advance innovation in such areas as artificial intelligence, augmented/virtual reality, blockchain, advanced analytics, cybersecurity, digital twin, human-centered design, IoT, robotic process automation (RPA) and more. They also bring the business and IT knowledge required to take new technologies to production, enabling you to see practical innovation turn into powerful results.

### Optimizing business processes through automation and managed services for a European utility

By implementing more than 100 automations in their customer service operations, CGI is helping a large European utility use robotic process automation to digitally transform the customer experience. We also use our operational framework to monitor key performance indicators (KPIs), provide a view of end-to-end performance, and drive continuous improvements into the full automation process. CGI provides total visibility and transparency with online reporting in real time. Key benefits delivered include one-third of transactions automated in the first 6 months, greater compliance and improved quality index, as well as reduced complaints ratio and costs.

**14** central market systems are designed, built or maintained by CGI in 10 countries

## Unlock the true potential of your systems

### Supporting the energy transition with Fingrid's next-generation Datahub

CGI is working with Fingrid Datahub Oy to design, build and support their next-generation electricity information exchange system called "Datahub." The new centralized IT system will store and manage data from all of Fingrid's 3.5 million energy consumption locations, driving a wide range of strategic benefits for the utility's operations and supporting Finland's goal of becoming a fossil-free society.

"The energy sector will undergo a major transformation in the coming years. We are heading towards a clean and reliable market-based electricity system. The Datahub will play a very important role in this electricity market transition. A high-quality and skillfully implemented system will foster a well-functioning retail electricity market in Finland."

Fingrid Datahub Oy's CEO, Asta Sihvonen-Punkka



We invite you to  
learn more about  
CGI's capabilities and  
solutions for the utilities  
industry at [cgi.com/utilities](https://cgi.com/utilities).  
Please contact us at  
[utilities@cgi.com](mailto:utilities@cgi.com)

## About CGI

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Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

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