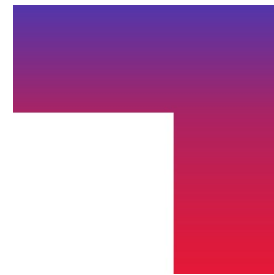


CGI Smart Meter Diagnostics Service



Rapid diagnosis of issues powered by an intuitive UI and smart metering experts

Diagnosing smart meter issues can be a time-consuming task. Depending on the nature of the issue, this may require multiple commands to be sent to the smart meter. Clients may not have an appropriate solution in place to facilitate this, nor the resources available to perform the diagnosis.

Our Smart Meter Diagnostics Service (SMDS) provides energy suppliers with a business managed service for diagnosing smart meter issues. As energy suppliers install more and more smart meters, issues become increasingly prevalent, with diagnosis requiring considerable time and effort to undertake. SMDS reduces the burden on energy suppliers by diagnosing smart meter issues on their behalf, enabling operational teams to focus on key tasks.



CGI Smart Meter Diagnostics Service

SMDS is provided as a business managed service hosted by CGI. SMDS interacts with the DCC smart metering network to provide diagnostic data to users via an intuitive UI, enabling rapid triage and reporting of results to the client. Our service desk is comprised of smart metering experts responsible for diagnosing smart meter issues.





CGI solution

SMDS wraps a specialist service desk around a bespoke IT solution:

- **Smart Meter Diagnostics (SMD)** – SMD provides an intuitive UI and captures all the data necessary to support triage, including device and event logs, smart inventory data, certificates, firmware, supply status, reads, payment mode and device configuration. SMD is available as a product or SaaS.

Business benefits

- Reduces burden on suppliers by taking responsibility of smart meter issue diagnosis
- SMD's intuitive design enables these tasks to be performed effectively and efficiently, reducing effort required
- Customer service is improved due to faster diagnosis and reduced supplier burden
- Reduces unnecessary site visits.

On-premises and SaaS

SMDS is provided as a business managed service, however, SMD is available as an on-premises deployment or SaaS option if a managed service is not required.

Key features

- Business managed service hosted by CGI
- SMD available as on-premises or SaaS if required
- Compatibility with CGI's market-leading DCC Adapter out of the box
- Utilises CGI's smart metering specialists

For more information

Visit cgi.com/uk/en-gb

Email us at enquiry.uk@cgi.com