TotalEnergies – Delivering accelerated process automation using Workflow Science

CGI

Our strategic partnership with Workflow Science combined with our process automation expertise and deep knowledge and capability in the energy industry enabled CGI to design and build a new solution at pace, bringing efficiency and compliancy benefits to the smart meter rollout effort.

CLIENT CHALLENGES

TotalEnergies had the challenge of completing an efficient and successful roll-out of smart meters that followed the Government's mandate and secured benefits for their customers, a vital part of meeting the UK's Carbon Neutral targets.

To do this, TotalEnergies were required to book appointments for smart meter installs across their portfolio. For this, they required a system that would manage and administer the appointment booking process as automatically as possible to minimise the impact on current working practice and reduce the number of staff required.

CGI SOLUTION

We worked in collaboration with our partner Workflow Science to deliver **step changes in operational performance**, using digital transformation techniques to design new operating models created through the **lens of Intelligent Automation**. Together, we implemented an **automated customer appointment process** that enabled the fast and organised installation of smart meters for TotalEnergies.

The solution was designed to encompass the entire **end-to-end process** of smart meter installation: from automatic communications sent to suitable smart meter candidates, first contact with these candidates, installation appointment booking and through to the successful or unsuccessful smart meter implementation. We also designed the solution to include **management of customer refusals** at first contact or at any point during the metering journey.
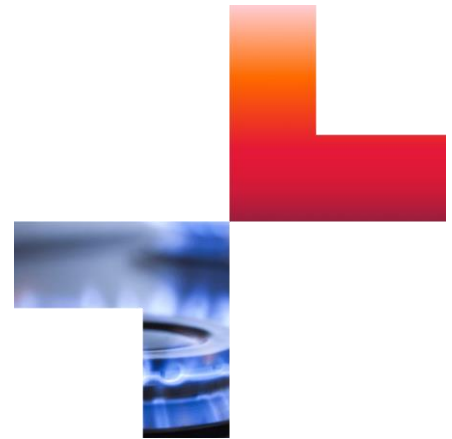
TotalEnergies

TotalEnergies is one of the leading energy suppliers to industrial, commercial and business customers within the UK and is a market leader in the UK gas supply market.

TotalEnergies

Workflow Science
the cloud work company

KEY BENEFITS

Our solution has enabled TotalEnergies to quickly **scale up its smart meter roll-out program** and automate the process as much as possible, minimising impact on the teams required to support the operation.

The solution also **reduced the manual workload** and number of full-time employees required, transforming the original process from manual day-to-day management to an **exception management process**.

Finally, our solution enabled the mandatory reporting of statistics and outcomes needed for submission to BEIS, enabling TotalEnergie's full compliance with the smart meter implementation programme.

WHY CGI?

CGI is a pioneer of innovative technology in the utilities sector. With 6,000 consultants around the globe, we bring decades of experience in the electricity, downstream natural gas, water and waste water sectors. We work in partnership with our clients to deliver innovative solutions to their most complex business challenges, enabling them to succeed in their chosen markets.

We are enabling our clients to transition to a Net Zero energy system and generate value from the growing volumes of data available to them. We help them create insights, employ digital enablers to diversify revenue streams, support real-time operational excellence, and enhance customer experience, all whilst keeping their business secure.

Using digital transformation techniques to design new operating models through the lens of Intelligent Automation

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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