

# DCC Systems Integrator



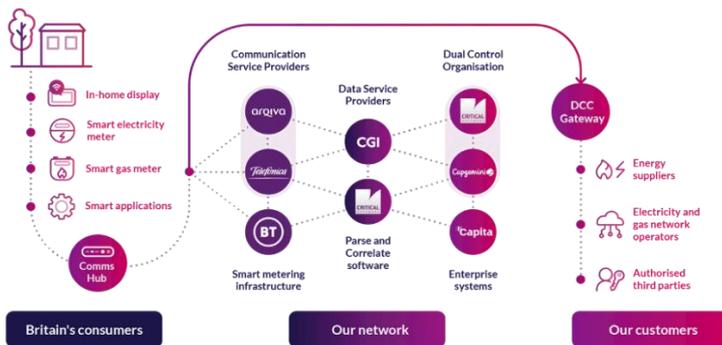
## The rollout of over 50 million gas and electric meters in Great Britain

CGI pioneered Smart Metering by introducing the first Smart Meters in 2006 as part of an innovative prepayment service. Instant Energy, CGI's product underpinning this service, supported the rollout of approximately 4 million first generation (SMETS1) smart meters. Due to our deep understanding of the practicalities of Smart Metering, we were awarded the Data Service Provider (DSP) contract in 2013, putting us at the heart of the Smart Metering central system.

### Data Service Provider

As service provider of the DSP to the Data Communications Company (DCC), we designed, built, and now operate the DCC Central Systems that support the rollout of more than 50 million gas and electric meters. DSP is integrated with the Communication Service Providers and interfaces with over 10 service providers external to CGI to provide the complete DCC ecosystem. Alongside the DSP's pivotal role, CGI also has the role of Systems Integrator (SI) across the entire platform. Our industry knowledge, understanding of the end-to-end business processes and the relationships we have forged with the other DCC service providers are essential to our success.

The growing DCC ecosystem of service providers is illustrated below:



<sup>1</sup>Source: Data Communications Company

This complex ecosystem is highly secure and is continually evolving and extending, for example as wireless technology and smart home capabilities develop, especially in electric car charging.

### DCC's Systems Integrator (SI)

CGI's role as DCC's SI gives us responsibility for Integration Testing throughout the entire ecosystem but additionally we perform the vital functions of Programme/Project Management, Portfolio Services, Environment Management and Release and Change Management.



### Key Success Factors

- Industry knowledge
- Expertise in Smart Metering Technology
- Relationships with other service providers
- Understanding of end-to-end business processes
- Extensive experience in Systems Integration across multiple industries

### Key Benefits

- Management of multiple external partners that resulted in the successful roll out of the smart metering solution
- Successful co-ordination of more than 300 functional releases to production with minimal disruption
- Over 20 million smart meters installed helping customers manage their bills and provide energy companies with real time information

<sup>1</sup> Smart DCC

## Programme / Project Management

The Smart Metering ecosystem is continually evolving. At any one-time DCC is running multiple concurrent programmes to develop, test and release enhancements to the DCC's platform. Typical programmes involve 5-15 stakeholder organisations, including the Service Providers, extending over 3-9 months, all to demanding industry deadlines. These complex IT programmes require strong management and a dedicated programme team with a focus on overcoming challenges to ensure a successful delivery. The services provided by CGI's SI function have been key to the Programmes' successful delivery and include a senior Programme Manager to work alongside the DCC Programme Manager. Duties include chairing weekly review boards, authoring and management of the integrated plans, and actively managing early warning alerts and risks and issues to allow DCC to manage stakeholder communications and its customers.

## SI Portfolio Services

SI portfolio services are required in the DCC ecosystem due to its complexity, which includes multiple value chains with multiple suppliers and customers. CGI deployed a cross-functional group of delivery experts to assess the change portfolio. They review and assure DCC Programme plans, their interdependencies and portfolio level risks that span the organisation and operations. This ensures that the delivery roadmap underpins business strategy. They act as a trusted advisor to the DCC by providing independent assurance of the portfolio, offering challenge, guidance and support to the organisation.

## Environment Management

The DCC ecosystem includes many separate IT environments for the different test phases. Each is a scaled-down replica of the production environment with all the components and service providers needing coordination across 20 data centers. In the Environment Management role, CGI SI provides forward planning for the use of each environment across all the contending enhancement Programmes and reconciling different versions of components as required.

## Release and Change Management

In the Release and Change Management role, we help the DCC to coordinate a seamless delivery of new releases into all the test and production environments. We have successfully implemented over 340 major component changes to the DCC ecosystem and coordinate around 200 minor component changes to the production environment every month.

At CGI, we are proud of the key role we play in supporting the Smart Meter Infrastructure and the impact that this will have in all our futures.

“CGI's SI Portfolio team have enhanced capability, establishing the delivery plan on a page and introducing increased rigour and controls around planning, critical path and dependencies, roadmap contention and quality assurance of plans.”

**Paul Furness**  
**Head of Portfolio & PMO**  
**Transformation**  
Smart DCC

## About CGI

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 90,000+ professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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