

# Smoothing operational processes for the water market



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## A common solution for water market operational processes

**T**he competitive water market is up and running. From April 2017, non-household customers have been able to choose their supplier. Whether you are an existing retailer, wholesaler or potential new entrant, you now want this market to run as smoothly as possible to allow you to reduce operating costs and deliver top customer service.

The operational processes are the plumbing that allow retailers and wholesalers to interact effectively to satisfy the needs of customers. For example: to arrange for a new meter to be installed; to confirm or verify market data; or to warn customers of potential service interruptions. Getting these processes right will mean reduced operational costs for the market participants, improved data quality, and ensure that top class customer service can be maintained. Hence the operational processes are critical to the on-going success of the market.

CGI built the Central Marketing Operating System (CMOS) solution and continue to work with Market Operator Services Limited (MOSL) to run CMOS at the heart of the market. So we know exactly what it takes to build solutions that make the market flow smoothly.

### OUR SOLUTION

Our Central Operations Portal (COP) connects to the CMOS, giving easy access to central market data. It offers one place to communicate and share information with other water market participants.

A critical component of the COP is its integration solution. This solves the many-to-many routing challenge for operational messages, determining the relevant message recipients automatically from the meter or supply points concerned. It accesses CMOS data directly to pre-populate forms with up-to-date details, hence avoiding the need for users to manually enter data. It presents a web service integration option for those participants that have their own portals or who wish to integrate with their back-office processes.

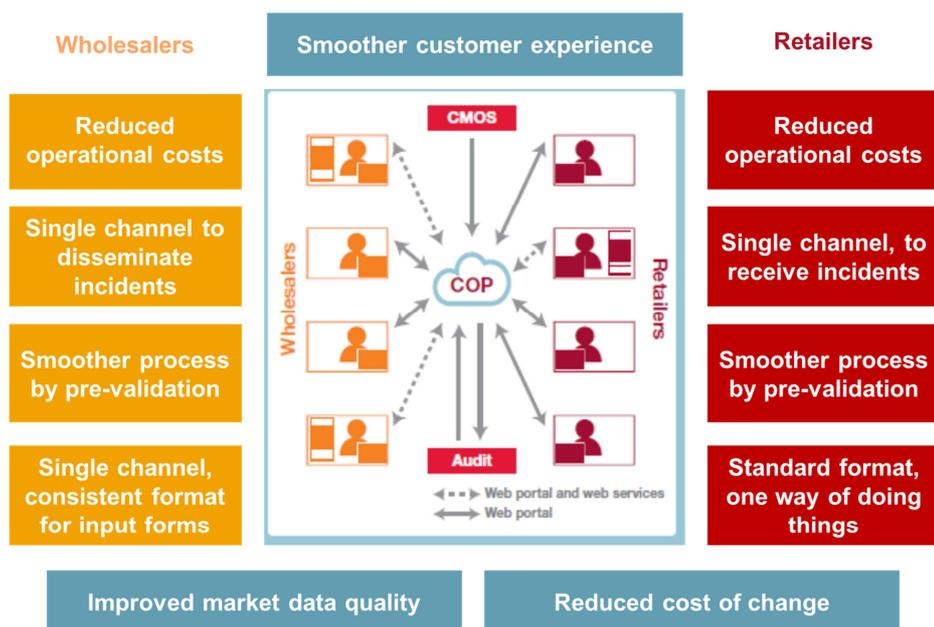
For market participants that do not have their own portal and for or for the less common operational interactions, the COP provides a portal based user interface.



### CENTRAL OPERATION PORTAL

#### KEY FEATURES

- A central service for managing all of the operational processes defined in the Wholesale-Retail Code Part 3: Operational Terms
- Support for all forms associated with those Operational Terms processes
- A forms wizard that helps you navigate through context-sensitive screens, pre-populated with CMOS data
- A process framework to help you monitor progress and generate automated notifications for outstanding actions
- Automated capture of operational performance metrics
- A full audit trail of process instances and SPID/DPID/Meter histories
- A facility for wholesalers to publish information to retailers
- Web portal and web service interfaces giving you options for interacting with the COP: user manual interaction through the portal or automated system interaction through the web services channel



### KEY BENEFITS

A single, central operations portal will help improve market data quality, increase efficiency for retailers and wholesalers alike, and importantly will lead to smoother customer experience by:

- Providing retailers with a single, standard interface to all wholesalers: one place to go and one way of doing things.
- Improving industry data quality via user-friendly forms, pre-populated with central CMOS data, and a link to update incorrect data.
- Providing wholesalers with a single channel for disseminating important incident information to all affected retailers.
- Ensuring wholesalers receive requests in a single standard format, with data that is pre-validated against the central CMOS data.
- Reducing the cost to industry of meeting changes through economies of scale.

### CGI'S EXPERIENCE IN THE CENTRAL MARKETS

Founded in 1976, CGI is the fifth largest independent information technology and business process services firm in the world. We have a long track record of being at the heart of the competitive utility markets, having designed, built and operating 12 of the 18 central utilities markets in operation around the world, including:

- the UK electricity market central system (BSC Settlement) for ELEXON;
- the data systems at the heart of the Smart Metering Implementation Programme for the Data Communication Company (DCC)
- the central market system for Market Operator Services Ltd (MOSL) to support the operation of the non-household English water market.
- We also supported the creation of the Scottish competitive water market.

### COP INTEGRATION WITH CMOS

The integration with CMOS brings benefits through:

- Pre-population of forms with up-to-date CMOS data. This ensures that you are using valid data and will reduce the number of rejected forms
- Automated routing of messages to the relevant wholesalers and retailers
- Notification of market events that may need to halt operational processes (eg SPID switching)
- Visibility of actual CMOS data brings a data validation opportunity and in turn will lead to improved data quality

### ABOUT CGI

Founded in 1976, CGI is a global IT and business process services provider delivering business consulting, systems integration and outsourcing services. With 72,500 professionals operating across 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. CGI applies a disciplined and creative approach to achieve an industry-leading track record of on-time, on budget projects and to help clients leverage current investments while adopting new technology and business strategies. As a result of this approach, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

#### For more information please contact:

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