

ModernSI™ for Utilities

Transformation without the trauma

Today's utilities seek to become digital organizations having greater agility to develop new services and respond to ever-changing regulatory mandates. They also need to reduce the cost of running and maintaining their legacy systems in order to invest in their transformation initiatives.

Enabling innovation and transformation

An aging portfolio of disparate, legacy applications limits utilities' ability to respond to market and regulatory demands while increasing operation and maintenance costs and reducing competitiveness.

These complex technology ecosystems require a modern integration framework to enable the innovation and transformation needed to thrive in a digital world.

Drawing on our extensive systems integration experience across numerous industries, we have developed ModernSI—an aligned and collaborative approach to modernization and integration designed to achieve transformation, without the trauma of traditional approaches.

We know that innovation depends on, and must coexist with, traditional solutions. ModernSI recognizes the need to integrate legacy assets with digital business and operating models. It addresses four critical success factors for complex IT engagements:

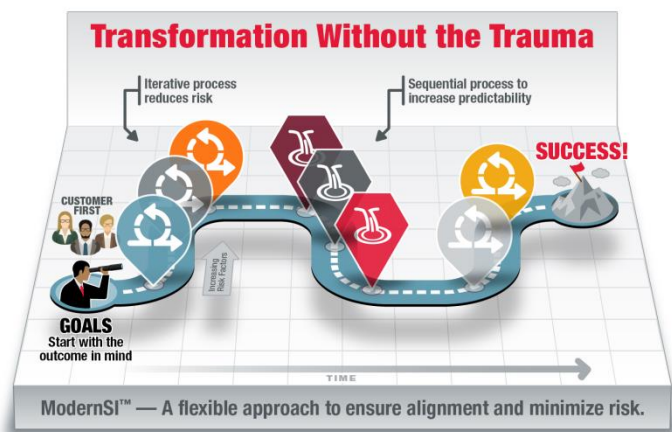
1. **Maintain alignment of purpose** as cultural and change management is cited by utilities as a top barrier to transformation
2. **Employ open-shop collaboration** with input from key stakeholders to realize the best solution design, and improve user adoption of the final solution
3. **Focus on achieving business outcomes** by leveraging the best solutions across commercial-off-the-shelf (COTS), Software-as-a-Service (SaaS), and custom-developed modules; start with the end goal in mind and determine the best solutions to achieve those goals.
4. **Leverage a flexible, iterative approach to implementation**, instead of a parallel effort, to reduce the risks and challenges of traditional implementation approaches



WHY CGI

- Experienced systems integrator with domain-focused solutions, vs. a product company offering implementation services
- Client-focused Implementation, advisory and post-implementation support
- Serving the utilities industry for more than 40 years
- Partner to 250+ utilities worldwide, including 8 of the 10 largest utilities in both Europe and North America
- 6,500 professionals focused on utility clients
- Domain-specific IP for work and asset management (ARM), mobile workforce management (PragmaCAD), outage management (PragmaLine) and more

The figure below depicts our **ModernSI Approach**:



WHAT'S DIFFERENT ABOUT OUR MODERNSI APPROACH

Client-specific, not one-size-fits-all

Our implementation approach is tailored based on client needs and environments. For mature COTS implementations, we can provide a very iterative and agile approach focusing more on business outcomes, and less on detailed technical requirements. For clients requiring more customized implementations, we provide the rigor of agile development methods and continuous integration discipline.

Enterprise visibility across work streams

By providing a program management office (PMO) layer at the enterprise level, our ModernSI approach brings the "balcony view" visibility needed to identify and connect critical paths on separate work streams.

Strong governance

Governance in large-scale technology implementations requires a high degree of coordination and relationship-building. There are multiple layers of stakeholders to be heard and understood. Coordination and collaboration across a number of entities is critical. Our ModernSI approach provides an effective governance structure to establish the foundation for project success.

Domain knowledge and cross-sector expertise

CGI has deep experience across the utilities industry, including the electricity, downstream natural gas, and water and waste sectors. We work in both regulated and unregulated markets and have formed long-term client relationships with the world's largest utilities.

But our ModernSI approach incorporates best practices and lessons learned from our vast experience as a systems integrator in other sectors as well, such as manufacturing, telecommunications, oil and gas, healthcare and government, as well as complex transactional and consumer-facing systems, such as banking and retail.

ABOUT CGI

Founded in 1976, CGI is one of the world's largest IT and business consulting services firms. We help clients achieve their goals, including becoming customer-centric digital organizations, through high-end IT and business consulting, systems integration and outsourcing services combined with a unique client proximity model and global center of excellence network.

For more information about CGI, visit www.cgi.com or email us at info@cgi.com.