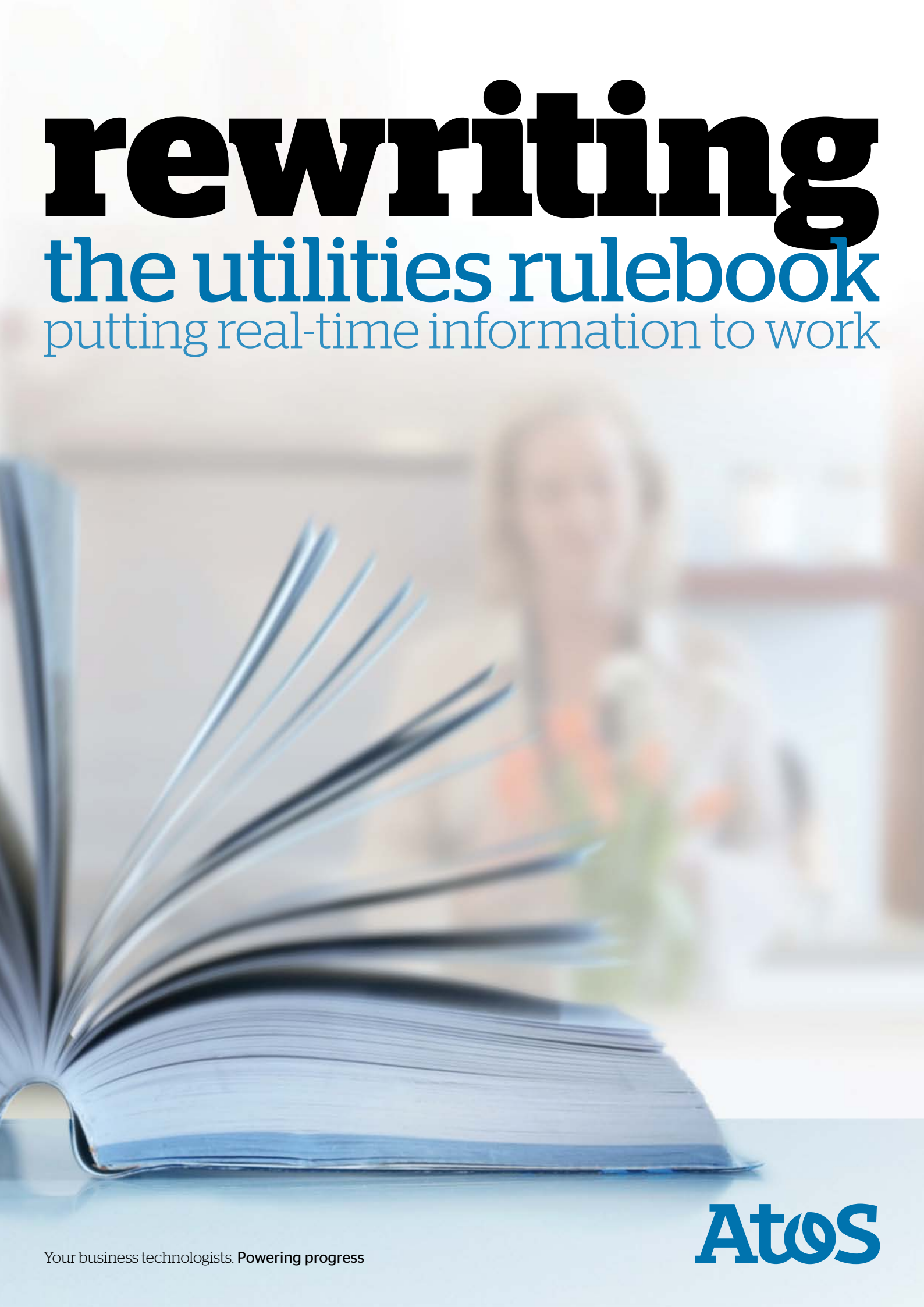
rewriting
the utilities rulebook
putting real-time information to work



Your business technologists. **Powering progress**

Atos

It's different

For most of the 20th century, the models by which civic, industrial and domestic users consumed electricity, gas and water remained largely unchanged. In general, the first two were metered and paid by actual consumption while the third was billed on estimate. There was no choice of supplier and no need to treat the consumer as a customer. Well now it's different.

Deregulation

In largely deregulated markets, utilities have been unbundled – so as a service provider you must now actively win and retain customers.

Green agenda

It's a paradox. Even though we have more devices consuming more resources, the environment is high in public consciousness – with regulation to match.

Technology change

For electricity providers, control over the low-voltage network and the prospect of providing local storage in the near future changes everything. Supply and demand both become bi-directional and renewables go mainstream.

In all of these changes, the mastery of real-time data plays a pivotal role. Every kilowatt hour produced, supplied and consumed becomes inseparable from the data flow which mirrors it.

In a market in which all players now need to compete (without ever compromising safety or continuity), your ability to derive actionable value from the data which flows through your operation becomes the key to differentiation and sustained success.

You see this reflected in every area of your business, both operational and commercial. Here are just a few examples:

- **Command and control systems must be comprehensive in scope and instant in response while the simulation systems you use for planning and training must be indistinguishable from the "real thing"**
- **Trading systems must be able to handle minute-by-minute changes if you are going to get the best price at the lowest risk**
- **Smart grid and smart metering are data-driven – both in terms of function and commercial management**
- **Now that you need to compete for customers, CRM and billing become critical in cost-effective client capture, retention and management.**

Real-time

You cannot over-emphasize the importance of real-time. You already understand this fully in the command and control environment, but now it must extend out across commercial and business systems too. Your planning and execution decisions need to be based on what is happening right now, and you can only achieve that if the pictures you rely on are focused, comprehensive and up-to-date.

Variables and similarities

We know that "utilities" is just a convenient umbrella. Running a nuclear power plant is not the same as running a metropolitan water system. There are cultural and regulatory differences from country to country too. There are enough common themes, however, to make it worthwhile sharing ideas – and once we begin the dialogue, then we can get down to detail.

Cost-efficiency and innovation

The variations in how much it costs utility companies to run their businesses are enormous. The top performers keep business cost at around 16% while the least efficient are nearer to 40%. Cost-efficiency and the power to innovate are closely connected: the more cost you can drive out of business operations, the more resource you have to spend on positive change.

Atos is poised to help you do both. Most importantly, we are going to offer access to the full spectrum of our expertise in utilities, and ask how together we can help shape the future. In terms of cost-efficiency, we are going to help you drive out cost from everything from billing processes to the management of technical documentation. We are also going to look specifically at IT cost and performance, helping you to reduce the first and increase the second.

Our proposition is built around four areas of competence. In each of these, we sustain our focus on innovation, optimization and cost-efficiency.

1 We use our industry-specific expertise to help you optimize operational processes, increasing efficiency and profitability while reducing risk. Mastery of real-time data is critically important here.

We have a particularly strong focus on nuclear and on the emerging smart grid and smart metering technologies. Exceptional combined depth of expertise in SAP Industry Solutions for Utilities is also worth noting.

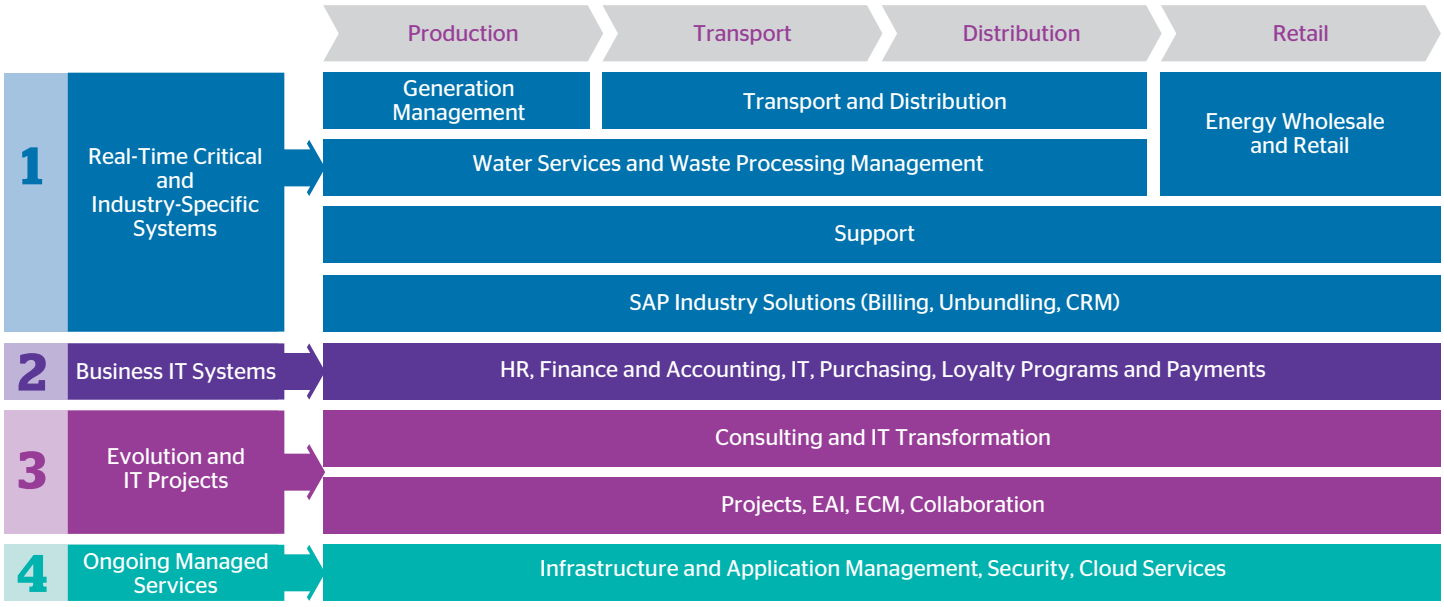
2 We take care of the business IT systems on which every organization relies to manage functions including HR, procurement and finance.

Although generic, industry knowledge still counts: organizing a highly mobile workforce on a smart meter roll-out, for example, demands different skills from those used to manage workers in a retail chain.

3 Change is continuous, and the actions which result from the decisions you take must be managed effectively. Our consultancy and system integration services ensure that every project we undertake is delivered on time and to budget.

Effective piloting is particularly important for our utility clients: you need to be able to scale up from prototypes of thousands to roll-outs of millions, gathering knowledge and learning from experience at every step of the way.

4 Supply is continuous and utility companies cannot miss a beat. The systems on which you rely must be continually managed and where support or intervention is required, it must be calm, efficient and cost-effective.



Nuclear

Atos is a long-term partner to the nuclear industry. Our supervision and command/control systems are used in all French nuclear plants, and have more recently begun to make an impact in China. Atos is keenly aware that safety always comes first.

While political decisions affect future nuclear policy, we must ensure that ongoing operations are safe and efficient. Our systems face two ways, spanning both operational control and full scope simulation. This approach ensures secure day-to-day operation while providing the real-time data needed for both training and scenario planning.

Water

Water companies face two special challenges: many are struggling with the cost of managing aging infrastructure, and all of them need to balance increased consumption against the extremes of drought and flood. Atos offers both fully and partially automated plant management solutions. You gain a particularly strong toolset for maintenance planning – helping you minimize both interruption and overtime payments.

Waste

Responsible disposal and recycling of industrial, civic and domestic waste is an essential requirement across society. Atos solutions cover the entire process, driving cost out of the management process, and optimizing resource use. Smart vehicle management and logistics typically deliver efficiency gains of 20% or more.

A point of transformation

The way in which electricity is generated, delivered and consumed is at a point of transformation. Smart metering and smart grid change the rules of the game for the citizen, the civic and the enterprise consumer – and for the companies that serve them.

Atos is deeply involved in smart grid and smart metering initiatives. But smart is only part of the story. As the European number one in outsourced transaction services, for example, we can provide complete billing and CRM functions. Similarly, as a "pure" IT player, we can also take full responsibility for the complete lifecycle of every PC, every network component, and every software release across your enterprise.

Smart metering is just the start

Smart metering is about apps not boxes. The Atos platform has been chosen as the basis for some of the biggest smart metering initiatives in the world. Utility companies choose us because our platform is hardware independent and our proposition is end-to-end.

Not only do we provide the tooling for efficient mass roll-out, we wrap smart metering into a complete automated meter management system, taking it directly into integrated payment and CRM delivery.

Smart grid ready

Smart metering and smart grid are two sides of the same coin. Now that electricity companies will be able to take active control over the low voltage network, the new information flow becomes an asset like never before. Not only will it transform the way you balance demand/response. It will also drive more active and collaborative relationships – especially with customers who are able to feed the grid through local renewables or use electric vehicles.

Atos delivers unmatched agility for the smart grid, placing smart data concentrators in the secondary substation, making them smart grid nodes on the distribution network.

Optimized resource management

Knowing the location, status and history of all enterprise assets is key to efficiency and cost-effectiveness. Atos designs and builds EAM solutions around your specific asset profile and industrial culture.

Our resource management focus spans both those assets with listed book value and the employees who rely on them. We have recently expanded our capabilities in this critical area, especially with regard to mobile workforce coordination and GPS integration.

The other "e" revolution

E-transport is not viable without smart grid. This is not just going to transform the way we think about cars: it is going to radically affect strategies for integrated transport in urban and metropolitan environments.

Atos has been involved from day one, and with our extended relationship with Siemens AG, we are keen to add depth in both our e-car and urban transport management capability.

Three-way sustainability

Utility companies are in the spotlight for sustainability – you need to take an increasingly active role in helping consumers use energy more efficiently. Smart grid and smart metering are going to make an important contribution, and Atos is ready to help.

Sustainability is not just a green issue for us. How you do things must also be both economically and socially sustainable. Together we can explore the sustainability landscape asking, for example, how you can design client engagement models which stay tuned to consumer trends and continually reduce environmental impact.

Atos and utilities

Atos is in it for the long-term with our utility clients. Although we can point to continuous engagement with clients in the sector stretching back over 30 years, we are most excited by what happens next. In the future, people must look back at our generation and say, "These are the people who balanced the impossible – the people who delivered energy for a power hungry world while setting the benchmark for sustainability."

We can only meet this challenge together. For Atos, the energy and utility sectors are absolutely strategic. Atos has around 3,000 sector specialists, of which 1,500 are dedicated to Atos WorldGrid expertise. Our engineers live and breathe real-time data exploitation in energy and utilities.

In July 2011, Atos combined forces with Siemens IT Solutions and Services, almost doubling our total workforce to around 78,000. The combination is not just about size however, it's about skills and experience too.

This combination brings us closer to Siemens, with its deep engineering heritage across the energy and utility sectors. A combined research and development initiative worth over €100 million will, for example, feed transformational ideas and practices directly into the engagements we undertake together.

Next steps

These are exciting times for us all. The world is thinking differently about energy – about how to source it, manage it and use it. We would welcome the chance to sit down together and talk. We have dedicated energy and utility centers of expertise in France, Germany, Spain and China. At each of these, we can offer hands-on sessions for everything from nuclear command and control through water management solutions to executive dashboards for smart grid and smart metering.

Your business technologists.

Powering progress. Atos.

"With smart grid we can effectively prepare for a green generation – making the world better for us and for our children."

Giuseppe di Franco,
Atos business technologist,
Utilities

About Atos

Atos is an international information technology services company with annual revenues of EUR 8.7 billion and 78,500 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting, systems integration and managed services. Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting, Atos Worldline and Atos WorldGrid.

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