



ER360

Powering your success
in the energy market

cgi-group.co.uk/utilities

CGI's Energy Retail 360 (ER360) ecosystem delivers all supporting systems and capabilities a supplier in the UK energy market needs to be successful



Based on your business strategy and the market segments in which you operate, we can help you to select the appropriate capabilities to set your business apart from the competition.

Adopted by leading names in the industry, this proven approach is ready to deliver for your business.

An ecosystem designed with your requirements in mind

Our experience of working in the energy retail sector means we understand that implementing a new system or operating model can be complex.

Whether you are seeking to replace a core system such as billing or CRM, diversify your range of products or services, transform your customer experience, or deliver an end-to-end smart operating model — we've designed our ecosystem to overcome the common pain points that usually emerge.



Pressure to deliver value

Demonstrating return on investment is always key, so you need to understand which parts of your initiatives are critical, which are nice to have, and which will add value in order to deliver a competitive cost-to-serve offering.



Planning inaccuracies

Over ambitious cost benefit cases can mean insufficient focus is given to key areas such as compliance, data migration and testing, or to the creation of an integrated programme plan with partners working towards a common set of milestones. Accurate planning from start to finish is key to any project's success.



Difficulties adapting to industry change

The constant change impacting the industry will need to be factored into your project delivery. It is essential that your operating model reflects this and protects as much of your ecosystem from industry change as possible.



Getting market segmentation right

The discrete differences between market segments are often not fully appreciated or only a single segment is used to define the strategy and systems selection. This can lead to poor platform choices, resulting in costly bespoke customisations.



Selecting the right operating model

System selection is only one part of the puzzle. It is vital you implement an operating model that can effectively exploit your chosen tools and enable your business to deliver your strategy.

ER360's proven, referenced support addresses all these pain points, no matter what stage of your initiative you are at.

Say goodbye to one-size-fits-all solutions

To operate in a rapidly developing environment, you need solutions that enable your business to adapt accordingly. One-size-fits-all approaches cannot cope with increased energy retail competition, significant industry change programmes, or new disruptive technology. You may also struggle to manage the decarbonisation of heat and transport and the desire to offer additional commodity and non-commodity products. What is required is the ability to select the appropriate elements at the right time to support your business objectives.



Say hello to flexibility and choice

Simply pick 'n' mix your choice of ER360 assets to meet your objectives. From a smaller, highly targeted project focusing on a specific system, technical challenge or business process, to a large scale transformation, ER360 can deliver. We'll provide a custom blend, selected from an ecosystem of CGI and partner products, IT services, professional services and other assets from our innovation practice to help you stand out from the competition. ER360 also includes a range of accelerators — covering software, processes, operating models and innovations — to provide additional benefit.

Everything you need in one ecosystem

ER360 contains a range of solutions for every business capability and market sector, drawing on core CGI and selected partner assets. We are confident that you'll find the capabilities you need from our proven and referenceable ecosystem; we're always on the lookout for opportunities to develop new strategic partnerships and to keep our offering ahead of the market.



Whether you're looking for core, compliant operating systems or emerging technology to support customer experience transformation and competitive cost-to-serve propositions — our ecosystem is ready to deliver.

Leverage the power of Smart

ER360 Smart combines our compelling mix of smart industry expertise, intellectual property, IT and business managed services and recognised partner solutions. It also includes supporting new service-based processes that are increasing in our industry, such as reliable next day switching.



Fostering and harnessing Innovation

The Innovation stream of ER360 is your source of emerging technology with specific applications to the utilities sector. It is where we combine our own research and development with that of our partners to address industry challenges and needs. Examples include areas such as robotic and business process automation, digital customer engagement and data analytics. Once we have proved the value of an emerging technology-based on industry use cases, we move it into the ER360 ecosystem.

Recent innovation welcomed into the ER360 ecosystem includes: the ability to automate complex business processes to drive down operating costs; cloud-based CRM accelerators enabling cross-sell and upsell of commodity and non-commodity products and services; smart usage analytics that drive customer interventions; and digital contact centres and chatbots which drive down cost-to-serve.

IT Services that deliver

Our end-to-end managed services provide technology expertise, solutions, frameworks and tooling to enable you to drive business agility, competitive advantage, transformation and cost efficiencies. We have over 40 years of experience in application management services for large companies and government organisations across the globe.

We have empowered local teams backed by global resources with a strong track record of quality delivery and high client satisfaction. We can provide a flexible, best-fit global delivery model, including onsite, onshore, nearshore and offshore options as appropriate.



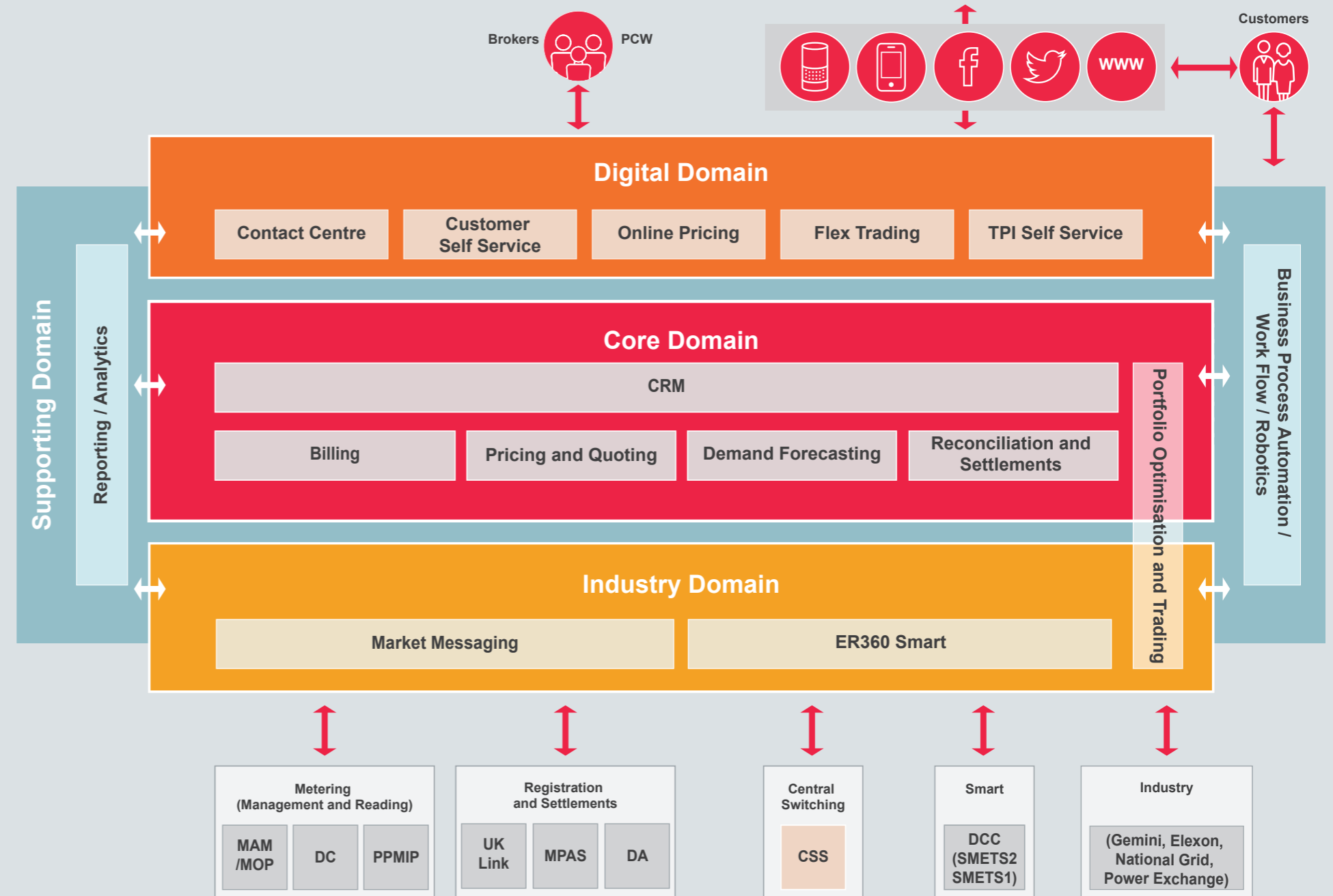
World-leading Professional Services

Either alongside our ER360 ecosystem or as an individual work package, we can help you across a range of initiatives with our market leading professional service capabilities.

Delivered by some of the most experienced people in the industry, our portfolio includes: programme and project management, business and digital transformation, customer engagement and experience, target operating models across all market sectors, subject matter expertise and industry consulting, system requirements and configuration, systems integration, data migration, and DevOps.

See the future energy market structure with ER360

ER360 is a live model that is designed to adapt to reflect the industry's innovative change programme, and we will align it with your specific structure. ER360 will also shift in response to changes to your business, such as a move into other areas like telecommunications or water.



Let us bring ER360 to life for you

CGI

We're adding more of the latest innovation to ER360 all the time, so get in touch to let us explore how ER360 could support your business today.

Contact us

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