Managed Services 2017

Thorsten Kloepper
VP Sales Energy Solution

DESTROY SILOS

API

Platforms ➔ ecosystem

ADAPTATION

To shifting market + technology

BIG DATA

EVERYTHING AS A SERVICE

ANALYTICS

SMART MACHINES

Artificial Intelligence (AI)

IoT

AUGMENTED REALITY (AR)

VIRTUAL REALITY (VR)

Ux

User-experience

REMOTE WORKFORCE

RAPID INNOVATION

and market introduction
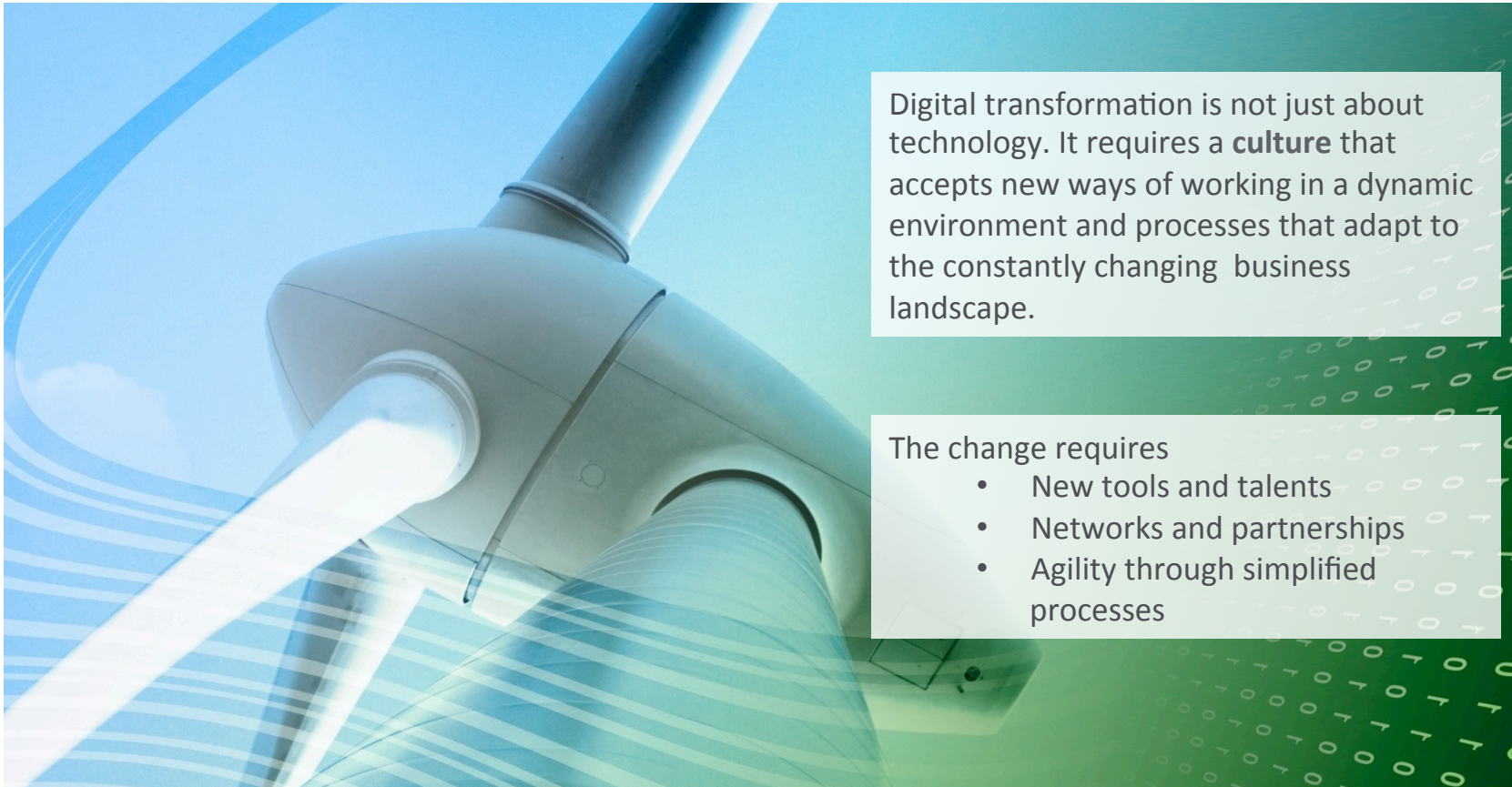
Tap the full potential of digitalization

The growth of data, use of analytics and the cloud, as well as IoT, mobile, and application development provide utilities with unprecedented **opportunities and challenges.**

A **change** is required in the way to manage
- customer experiences
- operation models
- business models

A change of technology is not sufficient

Digital transformation is not just about technology. It requires a **culture** that accepts new ways of working in a dynamic environment and processes that adapt to the constantly changing business landscape.

The change requires
- New tools and talents
- Networks and partnerships
- Agility through simplified processes

From complexity…

Meter park mgmt

Reporting

Data delivery and integration

Asset management

…

Balance Settlement

Meter reading

Field operations

Process monitoring

Reporting and forecast.

CIS/ Billing

Network Management

Analytics

Business development

Customer Services

Today, utilities focus and invest resources on AMI and smart grids, collecting and managing the data.

As the complexity increases, also the required effort will increase.

…to simplicity

...

Balance Settlement

Smart Grid as a Service

Reporting and forecast.

CIS/ Billing

Network Management

Business development

Customer Services

Managed Services simplify processes…

Demand Response

New models for Payment

Smart Home apps

...

Balance Settlement

Smart Grid as a Service

Renewables Management

EV asset mgmt

Reporting and forecast.

CIS/ Billing

Network Management

Microgrid management

Asset management

Business development

Customer Services

...

…and **free resources** to focus on core and to invest in processes **creating value** for their customers and shareholders
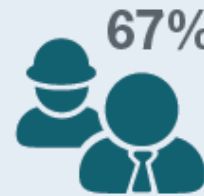
Impact of managed services

What managed services do for your business:

90% Focused expertise: 90% of IT managers lack confidence in their companies' ability to detect problems

25% Savings: 46% of managed IT service users have cut their annual IT costs by 25% or more

67% One solution: 67% companies worldwide hire managed service providers to simplify their network and IT operations

How to choose the right provider:

✓ Can they support my needs?

✓ How good is their track record?

✓ Are they a stable and secure company?

✓ Do they provide the right technology tools and people?

✓ Do they have core competency and expertise in network management?

Why AMI as a service

Cost optimization
- Predictability
- Capex->Opex

Efficient processes
- Full focus on AMI
- Economies of scale
- Shared IT infrastructure

Minimized risks
- Costs
- Technology
- Human resources

One-stop-shop
- Single interface
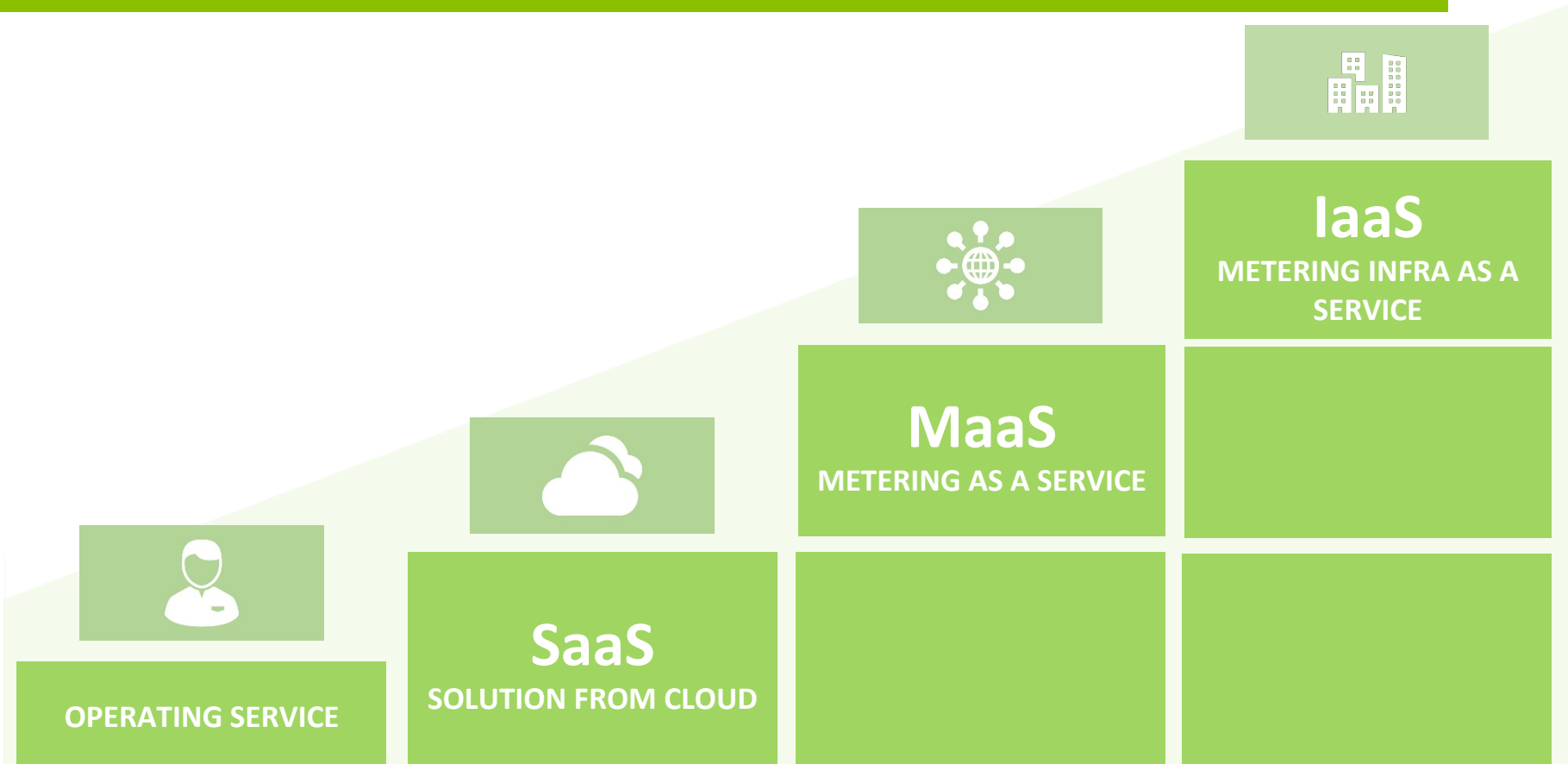- Clear responsibilities

Latest competences, technologies and tools

Investment protection
- Adaptation to evolving operational environment

Landis+Gyr Delivery Models

IaaS
METERING INFRA AS A SERVICE

MaaS
METERING AS A SERVICE

SaaS
SOLUTION FROM CLOUD

OPERATING SERVICE

Global Service Competence

US:
Managed Services since 1997, MaaS/SaaS for 255 utilities, over 20 million endpoints

Finland:
Managed Services since 2002. MaaS/SaaS for 25 utilities, over 1,5 million mp's

EMEA
160 DSO customers, over 1,5 million mp's delivered as turnkey service

Australia:
IntelliHub for Managed Services

Landis+Gyr

Thank you for your attention

Thorsten Klöpper
VP Sales Energy Solutions

MaaS solution: Business Process Outsourcing

RESPONSIBILITIES

ROLES

SLA

PAYMENT MODEL

MANAGED SERVICES

Energy IoT Operations

Reporting

Integration

Data Analysis

Meter Park Management

Field Operations

Meter Laboratory

Meter Reading

At your service

Service Delivery Manager

Service Operator

Service Desk L1

IT Operations

App Management

Tech Management

Centralised functions with synergies

Field Operations

Hosting Operations

Telco Operations

Tools & Apps

Partner ecosystem, typically in the customer country