

# Building a digital energy business for the future through agile transformation

CGI helps energy network operator Netze BW digitalize customer and supplier processes using agile

EnBW (Energie Baden-Württemberg AG) is one of the largest energy supply companies in Germany—supplying electricity, gas, water and energy-related products and services to approximately 5.5 million customers. It's comprised of many subsidiaries, including Netze BW, which handles network management for EnBW—in terms

of both network operations and network expansion. With the increasing pace of digitalization in the energy market and changing customer expectations, Netze BW is digitally transforming its business model and processes and turned to CGI for help.



## Finding the **right digital partner**

One of the key focus areas of EnBW's 2020 strategy is driving customer centricity through innovation and cooperative partnership models. In 2016, when Netze BW launched a major strategic digital initiative, it focused first on transforming its customer and supplier processes.

In looking for a partner, the company wanted an IT services provider that could offer a complete, cross-functional team for the initiative, not just developers. It sought a mix of business analysts, developers, UX designers and scrum masters who, working together in an agile environment, could completely redesign and integrate the company's customer self-service portals and supplier value chain. Specifically, it wanted a single platform that could bring all of its various departments together and create a single, unified customer and supplier experience.

For nearly two decades, CGI has been a preferred partner of EnBW, collaborating on more than 100 projects. CGI was selected for the Netze BW work based on this longstanding trusted relationship and its extensive digital experience. CGI also offered an advantage over the competition—a complete agile team ready to go.



## Assembling an agile team — **in an agile way**

Netze BW needed to begin the project immediately and complete it within a tight timeframe, but faced a shortage of agile skills. CGI offered Netze BW an agile team that could begin work immediately and ramp up, as necessary. The team had full agile capabilities that extended from development to testing to production. In addition, team members could work onsite with Netze BW and speak German, while offering innovative thinking, ideas and solutions through an advanced, German-based Digital Lab, as well as through CGI's global capabilities and footprint.

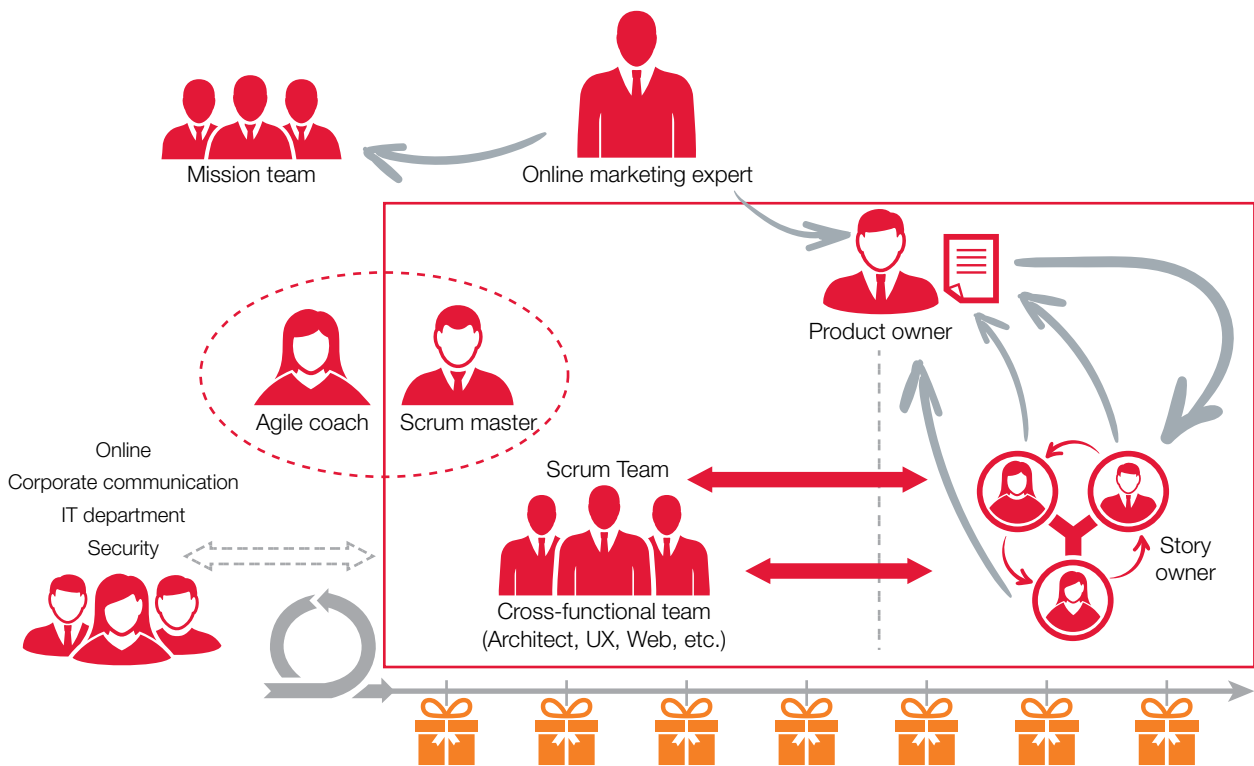
From the start, CGI demonstrated its commitment through proximity to the client, meeting face-to-face to present its proposal. The entire CGI team was on hand to ask and answer questions, which led to a rich dialogue on Netze BW's opportunities and challenges. After winning the bid, CGI had an agile team working onsite at Netze BW within two weeks. Netze BW also benefitted from CGI's scalable approach—within six months, the team nearly doubled in size to meet the company's changing requirements.

## Introducing a **DevOps culture**

Netze BW's goal was to digitalize manual customer and supplier processes to drive efficiencies and enhance the customer and supplier experience. As a first step, the CGI team introduced a DevOps culture, using an agile coach to help guide the transition.

While Netze BW was ready to move to agile and had a blueprint in place, it needed help in taking the next step. CGI provided the required know-how, capabilities and training. Through a leadership workshop, CGI's DevOps team helped the company's executive team set enterprise-level goals. An executive sponsor and transition team was then put in place followed by two pilot teams—one focused on customer processes and the other on supplier processes.

Both teams received scrum training, along with training on the processes to be digitalized. Throughout the project, sprint planning and monitoring helped address any hurdles as the team worked to head into the next sprint.



## Moving to a new customer **and supplier service model**

Using agile and DevOps approaches, the CGI team moved the company from manual to web- and mobile-based processes across its customer and supplier operations. New applications and interfaces were built to digitalize and integrate sales and service, procurement, ordering and delivery processes.

In the past, manual processes dominated the company's customer and supplier operations and required manual change in the face of evolving requirements. Today, these processes are streamlined and automated, and changes can be made quickly and easily as the business dictates.

Improvements to these processes have not only driven efficiencies and cost savings for Netze BW, but also have provided its customers and suppliers with faster and easier access to services and support. The company's number of online customers has significantly increased, along with its number of online service orders. In addition, supplier relationships have been strengthened.

All of the initial scheduled work was completed on time and on budget, despite an aggressive timeline. Agile cloud development proved to be the key to delivering the required applications quickly without sacrificing quality. Another key success factor was the close collaboration between business and IT and the close proximity of CGI's DevOps team.

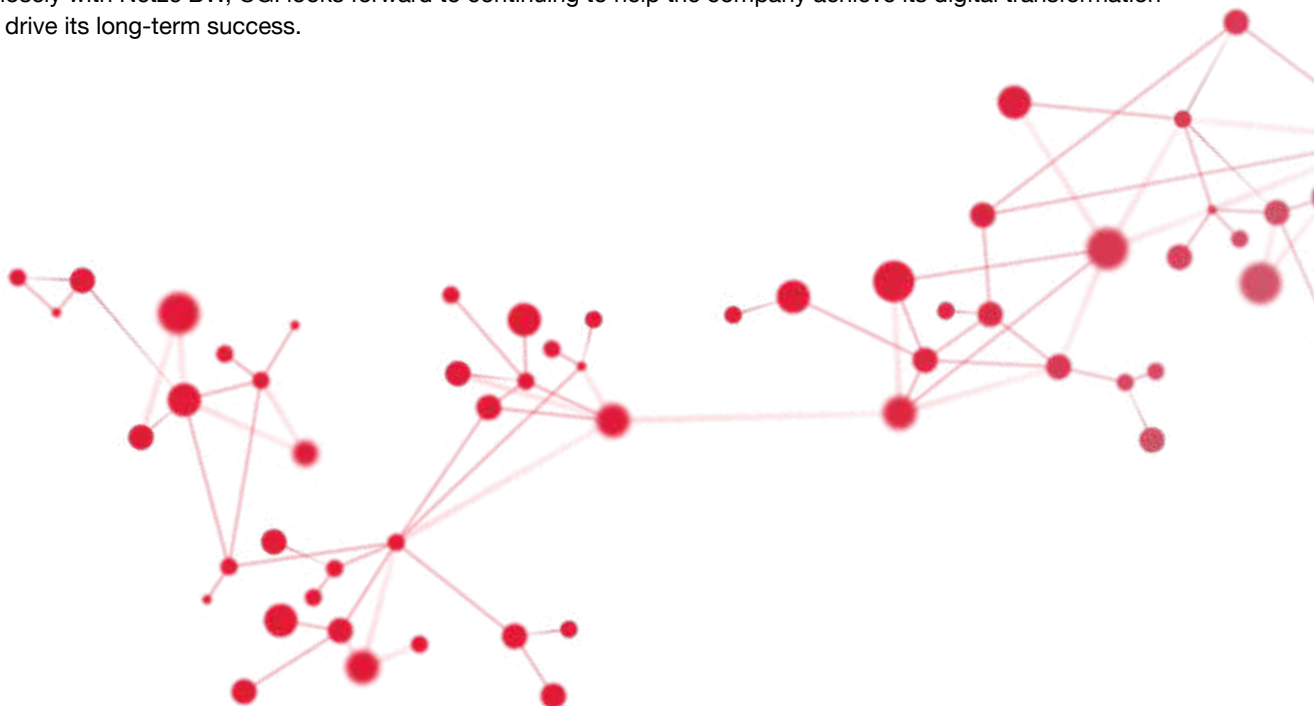
**We have a longstanding relationship with EnBW and manage its Enterprise Social Collaboration Portfolio.**



## Continuing our **agile partnership**

Today, Netze BW and CGI share an open and agile mindset and value the partnership model built together. The company gave CGI a 93/100 rating using its own satisfaction rating scale, while also providing a 9.84/10 rating based on CGI's in-person client satisfaction evaluation. The work will continue until 2019, and CGI already has been awarded another project as part of Netze BW's overall digital transformation program.

Working closely with Netze BW, CGI looks forward to continuing to help the company achieve its digital transformation goals and drive its long-term success.



## CGI's agile methods for accelerating digital transformation

Customers and citizens are increasingly becoming digital and have an expectation for seamless, omni-channel and personal interactions with companies and governments. This trend is pushing the adoption of digital strategies, processes and systems. CGI is at the forefront of helping clients transform to a digital operating model through agile development and DevOps practices and tools designed to achieve more rapid, frequent software releases.

Our services include planning and implementing agile transformation projects, as well as coaching and training clients on agile methods. We adapt agile methods to client needs—for example, Scrum for project deliveries, Kanban for minor development and maintenance support, and SAFe (Scaled Agile Framework) for the large-scale implementation of agile methods across an organization or in extensive projects. CGI has implemented agile methods in line with SAFe since 2010 in a wide range of organizations and projects of various sizes.

To learn more about our digital transformation and agile capabilities, visit [cgi.com/digital-transformation](https://cgi.com/digital-transformation) or contact [info@cgi.com](mailto:info@cgi.com).



# CGI

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