



## TCS delivers integrated Front Office Solution for Scotia Gas Networks

Customer  
**Scotia Gas Networks**

Industry  
**Energy & Utilities**

Tata Consultancy Services (TCS) designed, developed and delivered a robust, safe solution, and undertook the migration of data from the old platform to the new. The new solution, which was completed under very tight time constraints and to a fixed price, can now be managed entirely by SGN – without any reliance on National Grid systems. This has led to the lowest IT costs per employee in the gas industry.



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Scotia Gas Networks (SGN) is a holding company which operates two of the UK's eight regional gas distribution networks – Scotland Gas Networks and Southern Gas Networks. These networks provide gas safely, reliably and efficiently to 5.6 million customers – including 75 percent of all Scottish households. When SGN bought these gas distribution networks from National Grid, the company needed to deploy a new technology platform to support the core systems of both networks.

### **Business Situation**

#### *Managing a safe transition*

In 2005, SGN bought two of the UK's eight regional gas distribution networks – Scotland Gas Networks and Southern Gas Networks – from National Grid.

To ensure that the company could run these two new distribution networks safely, efficiently and profitably, SGN needed to create a new infrastructure capable of supporting existing operations – including the network and its associated assets, employees, customers, technologies, and all the critical linkages between them.

"Above all, safety was the key issue," says David Penny, Business Implementation Director at SGN. "To comply with the licensing agreement and government regulations, we had to be sure that our new platform would enable us to manage and maintain the distribution networks safely from day one."

### **Reducing complexity**

The technological architecture inherited from the former owner of the two regional networks had been designed for a heavily centralised organisation, and was not suitable for SGN's new geography-based business model. The front-office software was largely legacy in nature, and involved more than 30 different applications – a complicated architecture which did not accurately map to SGN's business processes.

**SGN needed a solution – and quickly. With millions of customers relying on the new company for uninterrupted provision of vital utilities, delays and disruption were unacceptable. Moreover, SGN's contract stipulated that the migration away from National Grid systems should be complete within 18 months of the acquisition of the distribution networks.**

### **The Solution**

#### *Consulting TCS*

After considering a number of different technology partners, SGN decided to work with TCS to develop a solution. "TCS offered a wealth of technical experience at a competitive price" says Gerard Hynes, Programme Director, SGN. "The TCS proposal combined an excellent technical solution for a price better than many of the potential competitors."

TCS proposed a two-phase project plan, starting with the development of SGN's business processes, a full solution design and a detailed project plan. Only when this was complete did the implementation begin – reducing the risk of failure and minimising the need to re-work.

TCS then worked with a number of partners to deploy and integrate best-of-breed products from MRO, ESRI, WebMethods, ClickSoftware, Syclo, Actuate and Symology.

This new suite of applications is able to manage SGN's whole front-office business - everything from emergency services through repair and maintenance to metering. Jobs can be scheduled centrally and dispatched together with relevant geospatial data to field engineers via mobile devices, helping to maximise workforce efficiency.

### ***An integrated solution***

The solution also provides integration with a number of external organisations via Web Services. When street works are required, the relevant local and highway authorities are notified automatically. Requests for emergency work from National Grid can be accepted and processed within four seconds – well within the 15-second service level requirement.

With the redesign of its core business processes, SGN was able to reduce its core set of applications from 30 down to just eight – increasing staff productivity and fuelling efficiency in the front office.

Once the architecture was fully tested and ready, TCS migrated over 33 million asset records and numerous other databases to the new platform allowing SGN to make a smooth, efficient transition to the new infrastructure, without any disruption in service.

## **Benefits**

### ***Streamlining business processes***

With a smaller set of applications, mapped more tightly to improved business processes, SGN benefits from increased efficiency and associated operational savings. Better integration between applications – and between different departments within the company – leads to a more effective use of resources.

For example, with a single set of work and asset management systems operating across the whole company, the workload of the field engineers can be organised more effectively – ensuring that the most important jobs are tackled first and increasing customer satisfaction.

"By reducing the number of applications and improving integration between them, TCS is not only helping us work more effectively, but also providing a flexible platform for future development," says Gerard Hynes, Programme Director at SGN.

### ***Reducing operational costs***

The TCS solution has established a simple infrastructure, dramatically reducing the cost of support.

"Our overall solution has provided us with one of the lowest IT operating costs in the industry and TCS played a significant role in helping us achieve this objective" says Rod Carr, IT Director at SGN. "TCS has helped us gain the know-how and technical solutions we need to manage our systems in-house, which is helping to keep costs down."

## Why TCS?

TCS coupled best-practice processes, procedures and templates with experienced consultancy to create a programme that fully met SGN's objectives. A two-phase implementation plan enabled a smooth, safe migration away from the National Grid infrastructure, while also delivering improvements to business processes and the application landscape.

Moreover, TCS committed to delivering this new landscape within a tight time frame and at an unbeatably low cost. "With projects like this, you have to be absolutely sure that your partner will be able to deliver," says Surinder Toor, Chief Financial Officer at SGN. "With TCS, the depth of their technical resource bench is second to none. This combined with their application of business know how and a delivery focused mindset guaranteed a successful outcome that they can be proud of."

"TCS offered a wealth of technical experience at a price that other vendors just couldn't match. By reducing the number of applications and improving integration between them, TCS is not only helping us work more effectively, but also providing a flexible platform for future development."

**Gerard Hynes, Programme Director,  
Scotia Gas Networks**

## About Tata Consultancy Services

Tata Consultancy Services Limited is an IT services, business solutions, and outsourcing organization that delivers real results to global businesses, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development.

A part of the Tata Group, India's largest industrial conglomerate, TCS has over 94,000 of the world's best trained IT consultants in 47 countries. The company generated consolidated revenues of US \$4.3 billion for fiscal year ended 31 March 2007 and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at [www.tcs.com](http://www.tcs.com).

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