

Do you find Smart Metering as challenging?

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Typical Client Questions

Strategic approach

What are the industry trends and business drivers shaping the Energy Utility industry?
How do they influence my business and information technology development?
How do I develop my business and IT architecture and systems to cope with these trends and business drivers?

Piloting and proof of Concept

In Norway most meters are inside buildings. When planning the Smart Meter pilot was in need of an efficient rollout process, while simultaneously ensuring access to the meters, requiring efficient customer communications.

Rollout support

To manage replacement of 900.000 meters alongside normal operations, setting up internal business processes, systems and hardware and follow up of the AMI service provider. Large Nordic utility rolled out their Advanced Metering Infrastructure (AMI) solution and installed approximately 900.000 Smart Meters.

Efficient daily operation

Companies needed a new and modern customer management and billing system to improve customer service and streamline billing routines, while at the same time meeting performance demands for automatic reading of energy consumption.

Professional AMI managed services

- Establishment of service and operations environment
- IT-integration towards customer and sub suppliers
- Service deliveries with guaranteed SLA
- System surveillance
- Field service through sub suppliers
- Handling of incidents and exceptions
- Single Point Of Contact (SPOC)

Our approach to a Solution

Strategic approach

Tieto has in-depth knowledge of the utility business and can offer high quality business consulting. We can support planning, monitoring and delivery of the rollout of an Advanced Metering Infrastructure (AMI). We can offer assistance in other key areas like service design, business case analysis and IT architectures.

Piloting and proof of Concept

Tieto's AMI roll-out solution enabled the customer to plan rollout areas in a structured way and provided a bird's-eye view of progress. The appointment scheduling and resource optimisation functionality gave satisfied customers and provided flexibility for the field workforce.

Rollout support

To use Tieto's Workflow Management System (WMS). This enabled change of over 6.000 meters per day with a field force of approximately 500 technicians. The status of each meter change was updated from the field technicians' handheld terminals to the customer service front tool in seconds. At top speed, more than 6.000 meter changes were performed per day with only 2% in exception management.

Efficient daily operation

Together with Tieto, Customer and Billing (CAB) were deployed a system for customer management and billing that is now used by Fortum and more than 20 other Nordic energy companies. With Customer and Billing (CAB) Fortum can concentrate on its core activities – the production and distribution of energy services that lead to sustainable development.

Professional AMI managed services

Tieto managed the roll out project and is now running the service operation from the AMI Service Centre in Lillehammer, Norway. Tieto can offer Smart Metering services, including development, operation and maintenance of IT infrastructure and systems needed for a complete AMI Managed Service.

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