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# Eneco ICT

Outsourcing: One Size Fits All?

Gerko Baarslag

Directeur ICT

[g.baarslag@eneco.nl](mailto:g.baarslag@eneco.nl)

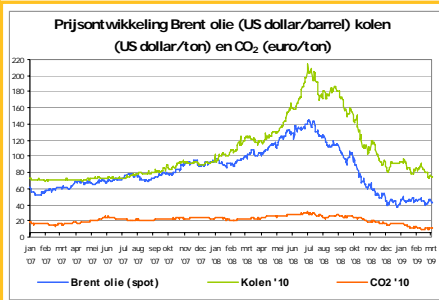


# Motives for Eneco's sustainable strategy

## Changing energy landscape

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### Changing energy prices



### Climate & environment



### Dependence



### Technical developments



consequences

- Increasing attention to energy
- Economic reach of sustainable solutions and energy saving possibilities expands
- Governments increase legislation and set higher targets

# Eneco is dedicated to sustainability

## Our vision and mission

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### Our vision



### Our mission

From:

Fossil

Central

Dependent

Consolidation

Customer/  
supplier

To:

Sustainable

Local

Self-sufficient

Coöperation

Partnership

# Sustainable projects

## Example: Solar power

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### Nieuwland residential district, city of Amersfoort

- 12,000 square metres of solar panels supply electricity to the Nieuwland district of Amersfoort
- The solar cells are installed on 500 homes and a number of other buildings such as a children's day-care centre, a gymnasium and schools
- They produce 1,000 MWh a year, which corresponds to the average electricity consumption of more than 300 households
- This is one of the largest solar energy projects in the Netherlands





# Role of IT in this challenge



# Challenges for IT

## Permanent change and increase of complexity

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- Changing primary processes
- Changing legislation
- Increase in data volumes
- Data integrity more crucial
- ICT indispensable

*...while reducing costs  
> 30%...*

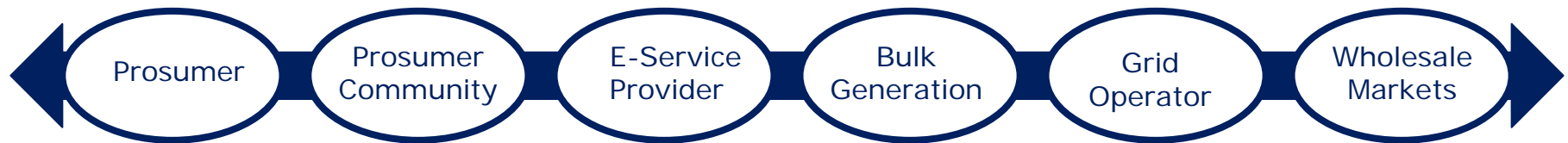


# Impact Sustainable Strategy on IT

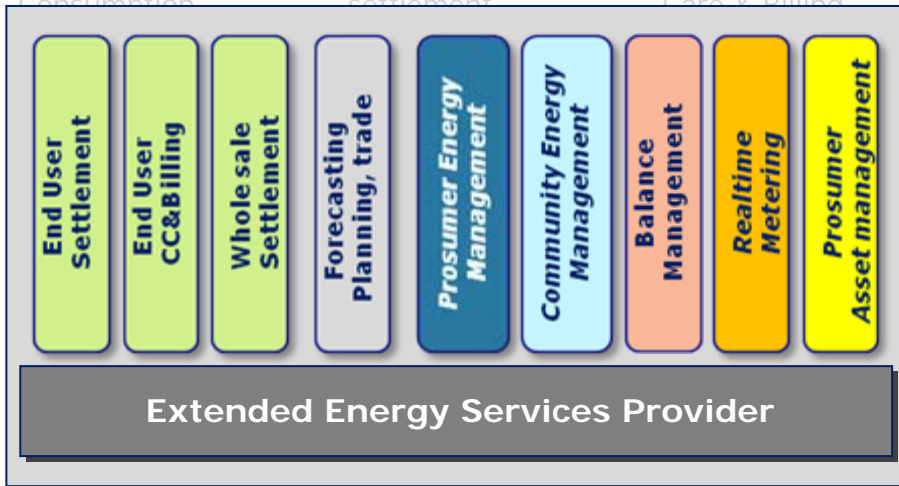
IT as business enabler will make the difference

Tomorrow

*example*

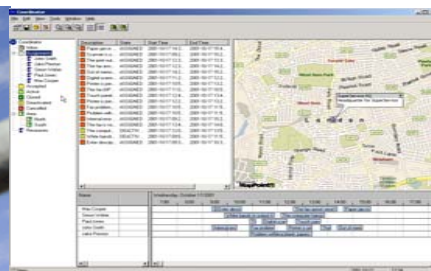
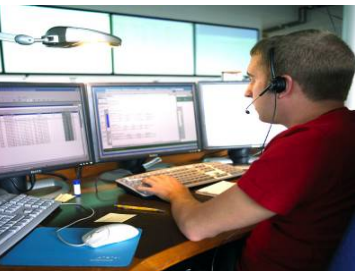


- Note 1*
- Energy Consumption
  - Intra energy user settlement
  - End-user Customer Care & Billing
  - Energy generation
  - Whole-sale settlement
  - Asset management
  - Grid capacity forecasting & planning
  - Energy
  - Energy Trade
  - Whole-sale settlement

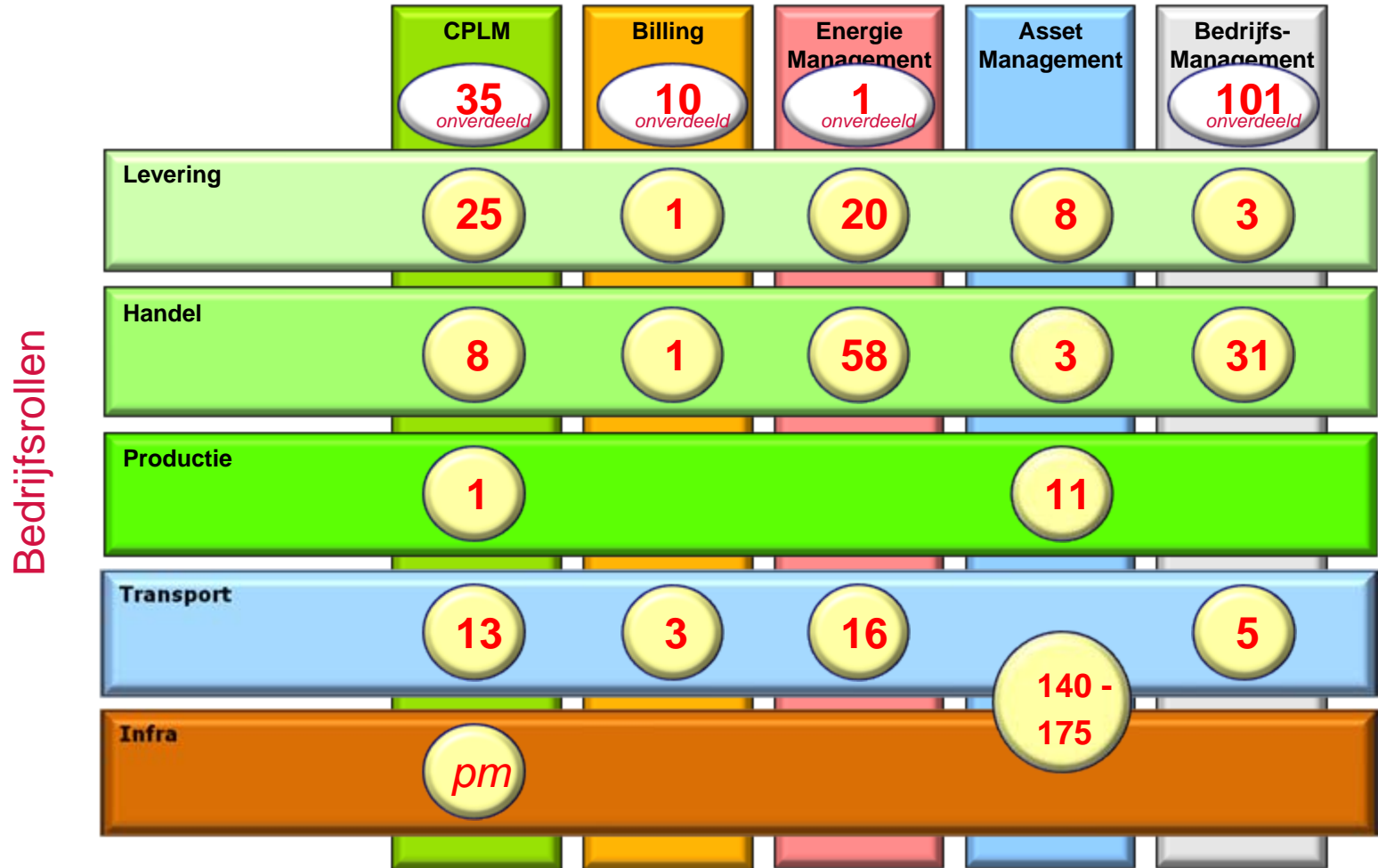


All Energy Services, IT empowered!

*Note 1:*  
Physical  
Virtual



# Current IT legacy makes it an even bigger challenge



Bedrijfsrollen

# Impact on Eneco IT organisation

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- Need for a broad variety on skills and specialism
- Flexible working attitude
- Deep knowledge of integrated solutions
- Knowledge of business processes
- Strong skills on Demand Management
- Strong stakeholder management
- Ability to reduce costs



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# Is Outsourcing The Solution for this Challenge?



# Viewpoints on Outsourcing

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What you expect



What you want to pay



What you need



What vendor delivers



# Eneco ICT has developed a mixed model

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## Retained Activities:

- Business Alignment
- Architecture
- Design
- Project Management
- Application Development on core systems
- Application Maintenance
- Field Support

## Outsourced Activities:

- Project Management specialized projects
- Application Development non core systems
- Application Maintenance
- Data centre (except for DBA on tailor-made core systems)
- Office Automation (except for foreign offices)
- Network Management

# Our Future View On Outsourcing

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Outsourcing can support Eneco IT to improve quality, to reduce costs and to be able to use the right skills for the challenges ahead

## CSF's:

- Improvement on quality of Demand & Suplly model
  - Improvement on contract management skills
  - Complexity Reduction of ICT landscape
  - Quality of Services of Vendors should increase
  - A sourcing model based on added value where Demand, IT Supply & Vendors really cooperate to make the model work
  - A well balanced analysis of some key questions: what can you do yourself, what do you need to do yourself, to what extend are you willing to be dependent on a vendor, what kind of flexibility do you need?, etc.
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# Outsourcing: One Size Fits All?

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*Outsourcing of ICT has a lot of benefits and is a 'must have' because of the increasing complexity of ICT*

*However, it requires a tailor made solution based on your unique situation and your capabilities;*

*Not on powerpoint promises by vendors*



# Thank You

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