CENTRICA
ENABLING SMART METER TECHNOLOGY WITH SAP® HANA™

Centrica plc supplies gas and electricity to millions of homes and businesses and offers a wide range of energy services. The company uses SAP® In-Memory Appliance software (SAP HANA™) to process and analyze vast amounts of data generated by its smart meter technology and to drive its customer energy efficiency programs.

"SAP HANA lets us crunch the huge amounts of numbers we get with our smart meter technology. We can gain greater insight into customers' energy use while finding ways to save energy, drive sustainability, and cut costs."

Gavin Targonski, Head of Integration and Information Architecture, British Gas | Centrica plc

QUICK FACTS

Company
- Name: Centrica plc
- Location: Windsor, United Kingdom
- Industry: Utilities
- Products and services: Energy sourcing, generation, and distribution
- Revenue: £21.96 billion (US$35.7 billion) in 2009
- Employees: 34,125
- Web site: www.centrica.com

Challenges and Opportunities
- Accommodate the high volume of data generated with smart grid technology
- Identify customers whose energy use exceeds expected parameters
- Improve customers' energy efficiency
- Drive sustainability initiatives
- Facilitate regulatory compliance

Objectives
- Enable processing of smart meter data (collected at 30-minute intervals) to gain insight into customer energy consumption
- Perform sophisticated analysis of customer data to identify high-use customers and to drive efficiency programs

SAP® Solutions and Services
- SAP® In-Memory Appliance software (SAP HANA™)
- SAP Business Suite software

Implementation Highlights
Created benchmarks for customer-use profiles and energy-efficiency programs early in the implementation

Why SAP
- Continue a positive, long-term relationship with SAP and its solutions and services
- Leverage native integration of SAP HANA with existing SAP Business Suite applications for enterprise performance management, customer relationship management, and financials
- Accelerate business performance with proven technology; less hardware, maintenance, and testing; and lower total cost of ownership

Benefits
- Gain sharper insights more quickly with the ability to collect and analyze large amounts of smart meter data
- Offer customers ways to improve energy efficiency and decrease consumption
- Accelerate performance analysis and speed of statistical operations, taking minutes instead of hours or days
- Support sustainable energy initiatives with enhanced analytics and greater visibility into usage patterns
- Enable regulatory compliance while reducing associated costs

centrica

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