



ENGie

Robotic Process Automation in Local Government

2017



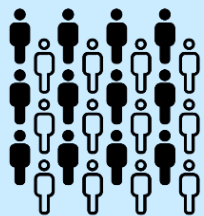
AGENDA

- ENGIE & Innovation
- Why ENGIE invested in RPA
- Raise Awareness of how RPA works
- Best Practice Guidelines for Success
- Where we are
- Stakeholders Views



ENGIE Group

Key Figures



153,090

Employees
worldwide



Operating in
70
countries



€66.6billion
Turnover in
2016

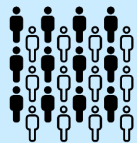


11
Research and
development
centres

*Figures correct as of 31st December 2016

UK Business Unit

Key Figures



17,000

Employees
in the UK



No.1

In District Energy



£2.54 billion

Turnover in
2016



8th

Largest foreign
employer in the UK



Over
32,000
customer sites served



4 GW

Power generation
capacity



UK Business Unit

Activities



Services



- › Facilities management
- › Technical services
- › Business services



Energy solutions



- › Energy consulting & efficiency
- › Energy supply & power purchase
- › Localised energy generation
- › District heating & cooling



Energy infrastructure



- › Power generation
- › Renewables development
- › Trading & portfolio management

UK Business Unit

Our Shared Strategy

Purpose

To improve the lives of the communities and customers we serve

Vision

Lead the way in innovative services and sustainable energy solutions for our chosen customers

Strategic

Combined energy and services

Domestic market entry

Enhanced digital capabilities

A LEAN organisation

Programmes

Cities and communities solutions

Decentralised power generation

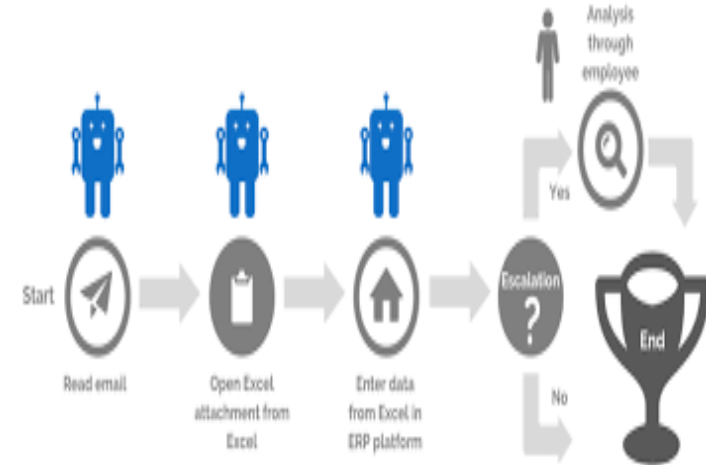
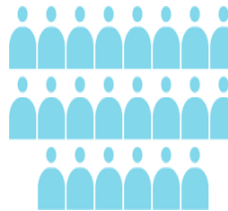
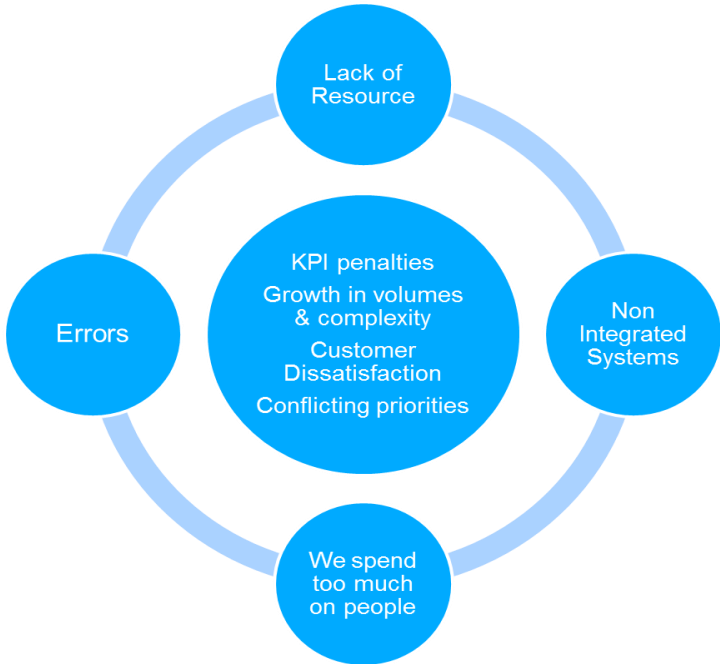
Power flexibility

Engaged employees



Why ENGIE Invested in RPA

Generic Business Problem Statement



How RPA Works



Open Email / Queue

Input Data

Validate Data

Copy to Customer

High transaction Volume
Structured digitalized data
Mostly happy path
Low number of user interfaces
Rule-based activities.

RPA Software

Operational Framework

Object Studio - Edit - AA Route Builder CT

File Edit View Tools Debug Help

Zoom 100% Segoe UI 10 B I U

(5) Errors Launch Application Modeller Find Text

Pointer Expression: Store In:

Link

Block

Read

Write

Navigate

Code

Wait

Process

Page

Action

Choice

Calculation

Multi Calc

Data Item

Collection

Loop

Note

Anchor

Alert

Exception

Exception

Exception

Exception

Exception

Exception

Process Studio - Edit - AA Route Planner Chris

File Edit View Tools Debug Help

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Loop

Note

Anchor

End

Alert

Exception

Recover

Resume

Exception

Exception

Exception

Exception

Exception

Exception

Exception

Audio - Edit - AA Route Planner Chris

View Tools Debug Help

Zoom 100% Segoe UI 10 B I U

(0) Errors Find Text

Expressions: Store In:

Main Page Launch IE Get Postcodes Populate Queue Get Distance Input Postcodes Close Apps

AA Route Planner Chris

Created by: KCS317653 on 24/05/2017

Last changed by: KCS317653 on 24/05/2017

Client Name

NTC

Process Name

AA Route Planner

Work Queue

Chris' Queue

File Path

C:\Users\KCS317\Documents\01

Over Blue Print (AA Route Planner)

CSC Report Parameters

Report Folder

C:\Users\KCS317\Documents\01

Over Blue Print (AA Route Planner)

Report Name

Employee to Work Distances

Report Template

Report Template

Report Template

Report Template

Report Template

Report Template

Report Template

Report Template

Best Practice

Guidelines for Success

- Create an Automation Roadmap
- Build and Retain the Right Team
- Don't under estimate Staff Messaging
- Develop An Operational & Governance Framework
- Involve IT from the Start



RPA CEO For ENGIE UK BU

Innovation

- Innovation is a fundamental part of our business. We look to source and grow new ideas that deliver innovative services and sustainable solutions for our business, and the marketplaces in which we operate

Our Approach in the UK

- We anticipate the future needs of our customers
- We are not afraid to disrupt traditional thinking
- We encourage entrepreneurial spirit in everything we do

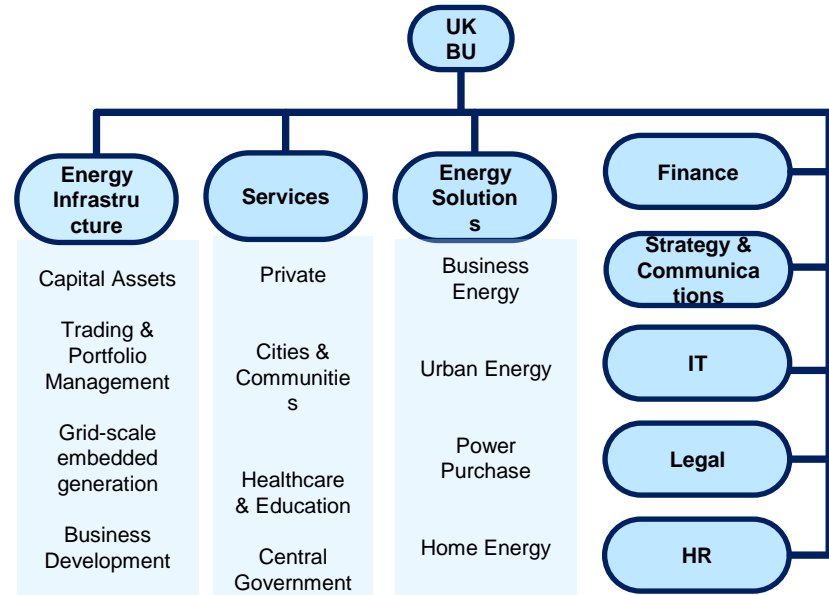


50
Innovation
Managers
across the
Group

20
Employee led
projects
incubated

€115million
Innovation
investment
through
ENGIE New
Ventures

Over 450
Ideas from
employees
submitted



Automation Projects

Direct Debit Processing

Credit Requests

Invoice Requests

Payroll Timesheets

Billing Processes

Invoice Processing

Creating works orders

Industrial
Partner Developed
Bespoke

Receipting of goods

Compliance Chasing

*Council Tax
Liability Changes*

*Council Tax
Address Changes*

*Housing Benefit
New Claims*

Mileage Calculation

Recruitment

Notices of Enforcement

Production of Site Drawings

Annual Rent Increases

Catering Stock Management

Flexible working