HOW ACCENTURE AND O2 WORKED TOGETHER TO DELIVER SMART METERING ACROSS 20 MILLION UK HOMES

VIDEO TRANSCRIPT

I think this has been a fantastic program, I love the passion that the people within Accenture bring.

It's a collaborative open environment where everybody is working with the same goal. Great teamwork, great alignment, a common goal and common purpose.

O2 won this contract which is a one of the biggest B2B contracts they've ever won, providing communication infrastructure for smart meters to 20 million homes across the UK. It's the largest IOT infrastructure project in the world.

The whole smart metering program was really born out of an EU directive to reduce our carbon footprint by 20% by the year 2020.

The reason the government procured a centralized service was to enable consumers to have the choice around switching energy providers and therefore we needed a standardized communication method. The communication hub connects to our network, so we leverage our broader core network as part of this program. We have built a team to effectively execute and deliver smart meters.

O2 have key capabilities understanding the customers in terms of network, what Accenture brings is that experience of the utility markets and I think that partnership really combined well. Accenture helped O2 through the whole program, through a number of different stages. We had to design an end-to-end solution for smart metering to enable O2 to manage 20 million connected devices. We work together to define the test plan and the integration test approach for the end-to-end testing.

They brought a breadth of knowledge from other mobile and network experiences. That allowed us to build and test, but also ensure that everything worked together. It's a complex integration program of a lot of components internally that needs to be tested and delivered, as well the larger ecosystem. We are going to put 20 million devices into customers' homes for 15 years, where we cannot touch them again. We upskill the service management team in order for them to understand the things that can go wrong. They have a very close connection with the operational teams within the energy companies and therefore through this process we build confidence in belief of our solution and our processes across the wider ecosystem.

It's really about making sure the team have the skills to resolve issues early before they grow out of control. There's 16 odd million meters still to be delivered, so you can imagine the scale at which this accelerates.

The pace of the volume rollout is increasing day by day. This is the biggest IOT project of its kind anywhere in the world and success here will change how the UK uses utilities forever.

I think it's clarity of goal, quality of relationship, and determination of the people in the program that has ultimately led to its success.