

ONSTREAM POST-SALE TRANSITION

Programme Management, Application Migration and Contract Novation

CASE STUDY



THE CUSTOMER'S CHALLENGE

Following the successful completion of the OnStream Transformation Programme (OTP), National Grid made the decision that the OnStream business would be sold. The business was acquired by Macquarie and it was agreed that National Grid would achieve full transition and exit from its obligations within a six month period.

A programme was established to undertake the transition, which involved National Grid's Merger & Acquisitions team, National Grid IS, Wipro, Macquarie and G4S. The objectives of the programme were to:

- Transfer ownership of the metering assets to Macquarie and migrate the necessary data from the current IT applications to the Macquarie systems
- Novate the current contracts from OnStream to G4S, who would be taking future responsibility for providing services to customers, which included:
 - Contracts with customers for the provision of services
 - Contracts with networks providers to support the installed asset estate
- Establish the required IT applications estate to support G4S in providing the services, including migration or transition from the existing National Grid application estate
- Transition the services to G4S in a safe and seamless fashion with minimum disruption to customers

FACTS & FIGURES

Client:	National Grid G4S
Location:	UK
Industry:	Utilities
Duration:	6 months
Value of Engagement:	£220k

Key Features: Programme management, application migration, contract novation, multiple customer landscape, multiple partner landscape, IS leadership, utilities industry specialism

Summary:

DNASTREAM were approached to manage transition of OnStream's IT application estate and contracts following the sale of the business by National Grid.

National Grid approaches us as a result of having successfully delivered several projects within National Grid, and in large part due to our previous experience of the OnStream business and its application estate.

WHAT WE DID

DNASTREAM were responsible for leading the IS transition activities on behalf of OnStream and National Grid. Our role involved the overall programme management and included subject matter expertise relating to the Onstream asset estate and services, involving:

- Developing the application and services transition plan with National Grid, Macquarie, Wipro, G4S and OnStream's application vendors, which was required to take account of the strict constraints applied by the industry regarding application outages
 - Developing the detailed application migration approach for the financial and asset information that was to be transferred into Macquarie's systems
 - Managing the delivery of the application migration and transition activities, working closely with Wipro
 - Developing the approach and plan for transition of the services in conjunction with G4S and the industry customers including National Grid Gas, Northern Gas Networks and Scotia Gas Networks
 - Managing the development of the application architecture and infrastructure design for the G4S application estate, in conjunction with the application vendors
 - Providing industry subject matter expertise relating to data loggers and the associated applications and networks
- Developing the cutover strategy and detailed cutover plans with National Grid, G4S and the industry customers, including the joint office run by National Grid to manage requests from the industry for changes to services
 - Defining and establishing new support arrangements for the applications migrated to G4S with the application support function
 - Managing the process for novation of the contracts for services and networks to G4S, working closely with the networks providers in particular to ensure this was achieved smoothly
 - Providing post go live support to G4S following completion of the application migration

KEY BENEFITS DELIVERED

- The transition from National Grid was successfully achieved on time and significantly under budget
- The transition to G4S and start-up of services was conducted seamlessly and delivered improved service levels
- There was no disruption to customers during the transition process or thereafter
- Strong and trusted relationships were established with the industry participants
- Successful delivery of a programme with a complex stakeholder landscape – National Grid, Macquarie, G4S, industry customers and partners