



# AGAM Monza

## The Outsourcing Strategy

AGAM Monza is a multiutility located in northern Italy that operates in the gas (distribution and sales), water (from collection to distribution), electrical (production and sales) and heating (production and supply) sectors. AGAM Monza has about 70,000 customers. e-utile, the joint venture created between Siemens IT Solutions and Services S.p.A. and AEM Milan, manages the full outsourcing of AGAM Monza's IT department.

### The project

The Italian utilities market is still evolving, which has a significant organizational impact on the complexity of AGAM Monza's IT structure. In order to be always in compliance with regulations and make its IT operations more efficient, Monza decided to outsource its IT management and controlling on the basis of Service Level Agreements (SLAs). Utilities operating their own systems are required to provide lots of

specialists with costs that frequently exceed their budget capabilities. The know-how of e-utile, which maintains a constant presence at AGAM with a dedicated project manager, lets the company handle problems related to information technology and company processes in a more efficient manner. Today, the partnership is well-equipped to face the unbundling process required by new regulations and the related impacts on the IT systems.

### The challenge

AGAM has chosen to advance its information systems not only to bring them into line with regulatory requirements, but to successfully manage the change imposed by new market rules. In keeping with the choice to outsource IT management, AGAM has recognized e-utile's competency to guarantee operation's success. In 2002, e-utile signed a contract to manage AGAM's information systems and to help it identify the best solutions for the



Silvio Bosetti,  
Managing Director  
of AGAM Monza

"We had to find a reliable and competent partner with leading technological skills and expertise in utilities processes. e-utile is this kind of partner who enables us to view market deregulation not as a problem, but as an opportunity to focus better on our core business, to expand it and to be able to achieve more advanced technological solutions."



utilities business. Together, the two companies activated a plan for the step-by-step implementation of the outsourcing project from individual technical activities to full-service outsourcing.

#### Benefits for AGAM

- Compliance with Italian regulations
- Control based on service level agreements
- Easy monitoring of return on investment (ROI)

#### Our services

e-utile has developed several ways of improving the performance of operations management, including:

- Technology outsourcing (hardware and software) and operations management
- IT infrastructure consulting and systems management
- Application management
- Development of innovative IT projects

For example, e-utile has introduced several enhancements to improve the performance of the existing e-mail system and the protocol and document management system. In particular, the new e-mail system – which features a high-availability configuration and is based on Intel technology – uses the Microsoft platform for basic and application software. The basic software and the e-mail application have also been upgraded.

The second field is related to the protocol and document management system. The volume of documents that a utility such as AGAM Monza has to manage is very high. The need to file, catalogue and search for documents quickly and efficiently using keywords or other search options becomes essential. The new protocol system, which is linked to various company systems, has automatic features that reduce manual activities. Other areas where e-utile is already active are fleet management, security and safety.

By having an updated hardware platform, AGAM Monza always operates at a maximum level of efficiency. It also enjoys a series of economic and financial advantages that include a reduction in fixed assets, immediate cash flow on the existing fleet, and a reduction in administrative and management costs.

e-utile has also developed a security infrastructure that prevents break-ins into the company network and protects the business data. The main activities related to development of AGAM Monza's Internet access architecture include the introduction of a firewall with multiple and selective control functions, the preparation of the company security policy, the introduction of a new e-mail anti-virus system and the upgrade and development of the current backup system. e-utile also carried out a technological review and revision of the company's access control and a video surveillance system.

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