

## ENGIE Leads Energy Industry Transformation with Innovative Digital Factory Powered by Kony



When global energy giant ENGIE launched an ambitious digital transformation plan in April 2016, the company wasn't looking simply to transform itself; it wanted to transform the entire energy services industry.

By marshaling the combined power of big data, the Internet of Things (IoT), and the Kony digital application platform, ENGIE is injecting its business with the insight and agility needed to lead one of the world's largest and most important industries.

"Our vision is to be a leader in the energy transition," said Yves Le Gelard, ENGIE's chief digital officer and group CIO. "The world is in the process of moving away from fossil fuels and moving to renewables. At the same time, we still have two billion people without access to basic energy, specifically electricity. We want to contribute to the overall reduction of carbon footprint while bringing energy to those who don't have it today."

**Industry:**  
Energy

**Solution:**

- Kony AppPlatform
- Kony Visualizer
- Kony Fabric
- Kony Cloud

# Customer Case Study: ENGIE



For ENGIE, which employs 155,000 people in 70 countries, the energy transition brings with it the opportunity to simultaneously reduce environmental impact and grow its business.

To take full advantage of this opportunity, ENGIE, formerly known as GDF Suez, had to make sure it was equipped to crank out digital applications for multiple audiences and platforms, and it needed to be able to do so quicker than ever. To launch its digital transformation, the company took some important steps toward this objective.

## The Search for a Digital Partner

Such validation notwithstanding, ENGIE would need much more to fuel its digital efforts. It wanted to build a Digital Factory that would serve as a platform for managing IoT, big data, mobility and API assets, and provide process for enabling accelerated digital and IoT app

development. To do so, it needed the right partners to make that happen.

When it began the search for a digital partner, ENGIE conducted a thorough evaluation of top vendors in the digital space. After an intense selection process, ENGIE chose Kony based on technology superiority and level of partnership.

“In order to be a leader, you need to partner with the best,” said Le Gelard. “We picked Kony because it’s the best.”

Nicolas Verney, who leads the Mobile Apps Platform Competencies Center of ENGIE Digital, the entity formed to lead ENGIE’s digital transformation, said three capabilities of Kony’s technology are proving to be most important: the ability to develop a single application that will run across multiple platforms; the fact that business teams can use it as effectively as IT to support digital initiatives; and the

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*Chief Digital Officer  
and Group CIO, ENGIE*

ability to reuse components as it moves from one app to the next.

“With the Kony technology, we have lots of key outcomes: time savings, money savings, and time-to-market to launch new applications worldwide is improved,” said Verney.

## A Partnership That Delivers

It hasn’t taken long for the Kony-ENGIE partnership to start producing results. In a little over a year, ENGIE has developed 15 applications that address the needs of

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customers and employees, as well as helping to improve operations by more effectively managing assets.

Among the early apps are ENGIE's Employee Self-Service application, which lets employees take care of a variety of human resources-related tasks while on the go; a Smart Charging app designed to help ENGIE manage charging sequences for buildings and industry sites with electric vehicle charging stations; and ThinkEnergy, a consumer app designed to let electricity customers more effectively manage usage via their mobile devices.

Dulce Borjas, VP and CIO for ENGIE North America, said apps like ThinkEnergy are critical as the company looks to tap the proliferation of smart technologies (smart

"Consumers don't really interact very much with their utility," said Borjas. "They turn on the lights and they don't think about it. They don't think about how their consumption impacts their usage."

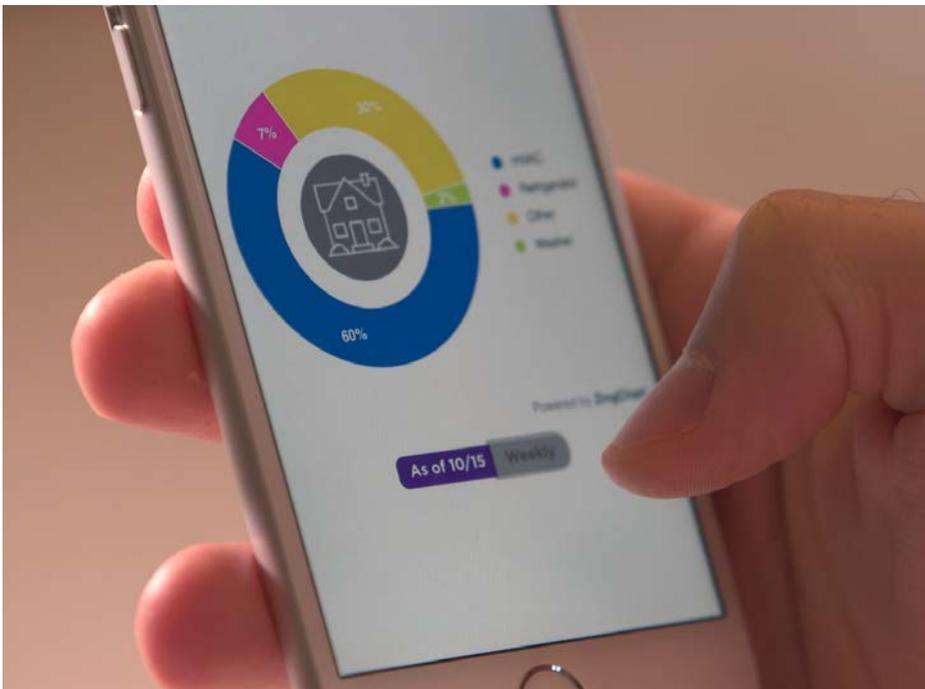
Kony is enabling ENGIE to deliver apps in weeks instead of months which means the company can move faster in working with its customers to deliver cleaner, more innovative approaches to using energy, Borjas said. She added that the common assumption that a platform approach doesn't yield the features associated with natively built applications simply doesn't apply to Kony.

Another innovative app that's come from ENGIE's Digital Factory is Comove, which is a re-designed version of a ride-sharing

"We've been able to build very feature-rich capabilities in our app utilizing the Kony platform."

– Dulce Borjas  
VP and CIO, ENGIE North America

weekends, look up usage history, pay for vehicle access, and even tap intelligent parking capabilities. Renaud Ribal, the ENGIE business manager who oversees Comove, said that eventually he'd like the app to provide visibility into the car charging station data generated by ENGIE's Smart Charging app.



meters, analytics-driven data, real-time mobile applications) to achieve a new level of engagement with customers, especially consumers.

app used by ENGIE employees, partners and contractors. Comove can be used to book an ENGIE-owned electric vehicle for use during the workday or on evenings and

These apps represent the proverbial tip of the iceberg. Gerard Guinamand, deputy director of ENGIE Digital and the person in charge of the Digital Factory, expects the company to greatly increase its lineup of apps in the coming months, powered by the platform's ability to reuse components. "When a business unit develops an app using ENGIE Digital, another business unit, and then another, is able to use all or part of that same app since we use the Kony platform all around the world," said Guinamand.

## Adapting to a Data-Dominated Future

There's a lot more to the Kony platform than simply being able to build mobile and digital applications with reusable components. It's an open, standards-based, integrated platform that supports the entire application development and operations lifecycles, with unique user interface design and development tools, a powerful mobile backend-as-a-service and

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backend app development component, as well as embedded testing and analytics.

Le Gelard paints a picture of a future in which communities become small-scale energy producers, with electricity delivered in a much more decentralized fashion. It's a vision that would require

into the data being generated by smart meters and other IoT-connected devices. "Everything is now being equipped with a particular sensor that connects into big data every second, every millisecond, allowing us to predict when a particular component will fail, and as a result, enhancing productivity and efficiency



large-scale utilities to be nimbler and more responsive to a fast-changing business model, with applications providing customers and employees with a window

in our power plants," said Le Gelard. "It's something that is revolutionizing the whole industry from our customers to our industrial power plants."

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With its finger on the pulse of the data flow and the ability to quickly and effectively build powerful apps, ENGIE has established itself as a leader in this evolving marketplace. And going forward, the company looks forward to taking advantage of the Kony platform to help drive innovation in this newly digitized and data-intensive energy industry.

**Start Fast. Stay Fast. Without Compromises.** Kony's AppPlatform enables you to deliver stunning omni-channel apps – without compromising on UX, features, security or cost.

Kony is the fastest growing, cloud-based enterprise mobility solutions company and an industry leader among mobile application development platform (MADP) providers. Kony empowers organizations to compete in mobile time by rapidly delivering, ready-to-run, multi-edge mobile apps across the broadest array of devices and systems, today and in the future, with a lower total cost of ownership. Kony's cross-platform solution helps organizations design, build, configure and manage mobile apps to empower and better engage with customers, partners and employees.

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