



## MANAGED SERVICES FOR THIRD PARTY DEVICES CASE: CARUNA OY, FINLAND

**The comprehensive Metering as a Service -solution offered by Landis+Gyr comprises the entire residential AMI infrastructure of Caruna, making it their largest Managed Services project in the Nordics. The scope of the MaaS (Metering as a Service) covers hourly consumption and power quality readings as well as management of the metering device infrastructure of Caruna and data communications, but also activation of AMI related maintenance operations.**

### **MaaS for third party meters?**

Initially, Caruna needed a service partner to take over the daily operation of their AMI solution with 687,000 residential meters. Landis+Gyr MaaS was the solution.

In 2009 Caruna had made a metering procurement from another supplier. As part of that project, they bought the operation service from the metering device provider. In 2016, in good time before the end of the contract period, it was time to review and search for a new operation service provider. Landis+Gyr successfully tendered and the Managed Services, i.e. MaaS contract was signed in 2017. Landis+Gyr's position as the energy industry fore-runner with a full focus on AMI technology and services as well as their comprehensive Managed Services offering were the decisive factors for Caruna.

### **MaaS Project**

Since the contract was signed, a mass of work was done to adopt the customer's processes and ensure that Landis+Gyr is ready to provide the best possible service for Caruna's existing third-party field devices. A year later the service was ready and stabilized to start in full operation. Caruna was especially pleased with the smooth transition from their existing smart metering infrastructure into Landis+Gyr's AIM service platform.

The Landis+Gyr team for Caruna was hand-picked based on their background and competence. Some of the experts had experience from similar projects in their current positions and some came from outside Landis+Gyr. The team was gathered early enough to get the training required and knowledge of the system to operate it successfully during the testing phase.

## Caruna's Project Objectives:

- Cost effectiveness.
- Quality: reliability of AMI operations to create a basis for excellent customer service.
- Delivery of a service that brings opportunities for empowering end customers to follow their energy consumption and thus improve their energy efficiency.
- Smooth transfer to a new service platform without any interruptions on end customer side.

## Caruna's Project Criteria:

- Requirements of the public tendering must be met.
- Supplier has track record in AMI technology.
- Service reliability, and capability of fulfilling Service Level Agreement (SLA) requirements.
- Capability to provide Metering as a Service for 3rd party metering infrastructure.

What made the project remarkable was, that it was a cooperation of many different players, not just Caruna and Landis+Gyr in Finland. It included Networked Energy Services (NES) as the 3rd party meter manufacturer and Sierra Wireless as the communications equipment supplier. Each of the companies had managed to find the exact right people for their project teams to make the project run smoothly.

## Project Schedule and Success

The Landis+Gyr MaaS project for Caruna, which to date is on-going service work, was initially established through these project phases:

1. Definition Phase – use cases, specifications.
2. Implementation and Test Phase – several sprints with detail planned mutual tests.
3. Pilot Phase – with a lot of learnings.
4. Go Live – the actual transition.
5. 3-month stabilization period – to reach all SLA requirements.

Even with a very tight schedule of one year from the signing of the agreement to get the transition complete, the project team was meeting the tight deadlines. This was one of the outstanding achievements in this project. The go-live phase, for example, was carried out over just one weekend.

However, with several successes to make the entire Caruna & Landis+Gyr MaaS project a brilliant case, there is one above others. "None of this has been visible to our end customers, they never even knew there was any go-live going on. Now that is a sign of a really successful project!" boasts Tommi Pyhähuhta, Head of Metering Services and the project lead from Caruna.

## Current Status

**“Customer collaboration continues on daily basis. This is not a project, which is done alone: good and open relationship with the customer is vital to our mutual success”**

**Jukka Koponen |**  
Service Delivery Manager Landis+Gyr Finland

Caruna has proven to be demanding and at the same time extremely fair customer. Landis+Gyr developed an upper level management system combined with AIM for Caruna. The work has been and continues to be done in very close cooperation with the customer. An example of the joint innovative approach is use of robotics and automation in integrations between Landis+Gyr and Caruna.

Since the start of the project, Landis+Gyr has received good scores from Caruna across the board in response to their annual Customer Satisfaction Survey. The results were largely secured thanks to intense collaboration on weekly operative meetings as well as through regular steering group meetings. In these meetings progress notes are taken and various issues discussed in order to develop the service to suit the customer's needs continuously improving the service and project operations. Landis+Gyr is committed to customer excellence through continuous process development, where the customer is an integral part of the development process.

“In-house, our customer project organization and AIM R&D team deserve recognition for the excellent collaboration and the genuine interest that they show in the customer through their work. We have dealt with all challenges collaboratively, across organizational borders”, describes Jukka Koponen, Service Delivery Manager at Landis+Gyr.

Now, the ongoing service is best described as continued development work and tightly knit teamwork seamlessly with the customer. Continuous improvement spans effectivity and profitability of the services offered. This would not be possible without the customer's

efforts, too. Koponen especially praises Caruna: "We could not do this without the open communications and ease of cooperation, which we have experienced with Caruna. We are truly in this together, with common goals and targets to meet."

## Highlights:

- Landis+Gyr's largest Managed Services project in the Nordics. Metering as a Service for 687,000 Metering Points.
- Entire AMI infrastructure of Caruna under Landis+Gyr management.
- Close customer collaboration on many levels in the spirit of continuous improvement of Landis+Gyr services and processes throughout the project.
- Landis+Gyr Managed Services utilized with third party hardware: we have really proven to be agnostic on our service!
- 17 million metering values provided to Caruna and its customers every day.
- Key feature in winning the case (and being successful in it) has been thorough local market knowledge and understanding.
- End customers never knew that this happened! A real sign of transition project success.

## About Landis+Gyr

Landis+Gyr is the leading global provider of integrated energy management solutions for the utility sector. Offering one of the broadest portfolios, we deliver innovative and flexible solutions to help utilities solve their complex challenges in smart metering, grid edge intelligence and smart infrastructure. With sales of USD 1.8 billion, Landis+Gyr employs approximately 5,600 people in over 30 countries across five continents, with the sole mission of helping the world manage energy better. More information is available at [www.landisgyr.com](http://www.landisgyr.com).

With Landis+Gyr Managed Services, the customer benefits from flexible capacity for integrating future changes to the infrastructure. All updates to the software are included and initial requirements to start the service are minimal. Landis+Gyr with long history of providing support and maintenance for Metering as a Service -customers, has stringent data security for all services provided. Together with the long experience comes also a possibility for fast implementation, as was the case with Caruna in Finland.

## Our Customer: Caruna

Caruna is the largest Distribution System Operator (DSO) in Finland with 687K Smart Metering Points in the market. Their humble goal is "1 Million Satisfied Customers", which Landis+Gyr is proud to support. Caruna is Landis+Gyr's first Metering as a Service customer. The AIM service contract was signed in 2017 and the MaaS delivery began in 2018.

Watch the video where  
Tommi Pyhähuhta |  
Head of Measurement Services, Caruna  
talks about the project:



**caruna**

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