



Customer Success

Dalkia Keeps Energy Efficient with Gensym

Company

Dalkia Groupe EDF

Number of Employees

50,000

Industry

Energy

Featured Product

G2 2011 Enterprise

Customer Website

www.veolia.co.uk

Dalkia, a subsidiary of Veolia Environment and Electricité de France (EDF), is a global leader in energy services. The company takes seriously its focus on providing innovative solutions to support the sustainable growth of cities and businesses. In an era of climate change, volatile energy prices and scarce resources, Dalkia offers customers its expertise in developing, constructing and operating greener and more economical energy solutions. With almost 50,000 employees in 35 countries, Dalkia reported managed revenue of €8.9 billion in 2012.

Challenge

Dalkia offers mission-critical energy services to a growing number of businesses, universities, industries and hospitals across the world, but first in Europe. Dalkia's services are designed as a hub and spoke model, with an expert system "hub" that monitors literally thousands of remote assets "spokes." The number of spokes has been growing by the day.

With more sites to manage in recent years came a challenge – as usage increased, the loading time of Dalkia's CRT (Centralized Remote) application was slowing significantly. This issue was increasing costs as highly-trained personnel would have to be onsite with customers for the duration of any loading event to provide immediate support in case of an outage.

The bottom line is that it was simply taking too long to load the application when a restart was needed after updates, upgrades, planned outages or even unplanned outage emergencies. The delays are simply unacceptable in today's climate. A redundant backup plan is in the works, but doing that correctly takes time, they had to take action on their primary solution immediately. Dalkia reached out to Gensym for help.



“Dalkia’s recent growth has been amazing, and with G2 Enterprise we are in a position to provide the high level of service our customers deserve. Optimization of our application built on G2 will allow us to reach new heights globally.”

— **Philippe Maine, Dalkia**
Group Business Solutions Manager



Solution

At the center of Dalkia’s hub and spoke application model was Gensym G2 Standard. While G2 Standard was highly effective and stable in Dalkia’s earlier years, it wasn’t able to support the increased needs during the company’s extreme growth. G2 Enterprise was supposed to be a faster, easier to use and more scalable version of G2 Standard – but Dalkia didn’t know if that type of upgrade would help.

To determine the most effective solution, Gensym dove into a new engagement with Dalkia, first looking to see what immediate challenges could be remediated. As expected G2 Enterprise was the cornerstone of the solution, maximized by the utilization of Platinum support.

Key Steps

1. Application Health Check: Profiled and analyzed the entire application leading to improved configuration (memory/CPU) and KB Optimization
2. KB Optimization Delivery: Isolated critical bottlenecks and implemented new ‘generic’ system procedures
3. Release Partnership Service: Built an ongoing partnership to iterate and test new updates

Results

By implementing G2 2011 Enterprise and evaluating all the ways the Dalkia expert system could be improved, Gensym was able to significantly improve loading time and substantially reduce downtime. Today, a group of 1300 sites that previously took 3 hours to load can be loaded in 1 hour with G2 2011 Enterprise. On an even grander scale, a group of 5500 sites that once would take 13 hours to load can now be loaded in 2.5 hours, an 84% improvement.

As Dalkia continues to scale and add new sites, these results will continue to grow far beyond what was possible with the previous solution. Gensym is also helping Dalkia globalize their application (local language and unit systems) and deploy it in several countries across Europe.

Improved business continuity is the next big goal for Dalkia utilizing expertise from Gensym. For customers on G2 2011 Enterprise edition with Platinum support, Gensym has a Business Continuity and Disaster Recovery solution that Dalkia is anxious to take advantage of in order to reduce onsite costs even further in the coming year. With Gensym, Dalkia has found a long-term partner.

Learn More

To find out more about how Gensym’s G2 can help you operate better, contact an account representative today at success@gensym.com

