

MINSAIT WILL HELP THE EQUATORIAL GUINEA ELECTRICITY BOARD TO REDUCE BUSINESS LOSSES AND IMPROVE THEIR CUSTOMER SERVICE

- **Minsait will implement advanced systems in the commercial and corporate departments to achieve a more efficient business management and obtain a more comprehensive vision of the company**
- **Similar initiatives undertaken by the Indra company in other companies in the African energy sector increased revenues by around 20%, as well as substantially improving customer satisfaction indicators**
- **Minsait has just completed a similar project successfully in Malawi and it is carrying out other projects with similar characteristics in Nigeria and Liberia**

Madrid, January 15, 2019.- Minsait, an Indra company, has signed a contract with SEGESA, the Electricity Company of Equatorial Guinea, to carry out its management transformation project through the implementation and integration of advanced systems in the corporate and marketing departments. The contract amount is in the region five million Euros and it also includes the provision of a new data center in the cities of Malabo and Bata.

Minsait will provide and implement Onesait Utilities Customers, its next-generation solution for the comprehensive management of energy companies' business activities, as well as the Microsoft Dynamics AX solution to manage all the corporate divisions of the company in a comprehensive manner. The contract also includes consulting services to reengineer processes and implement a change management plan.

The project will bring benefits such as the reduction of commercial losses, which, according to Minsait's experience, can amount to up to 40% of the energy generation costs and are usually associated with several factors such as illegal connections or operations, difficulties in the measurement of real consumption or inefficiencies in internal processes such as contracting, meter reading and billing of each company.

Likewise, similar initiatives undertaken by the company in other companies in the sector have contributed to increasing revenues by around 20%. The project will also make it possible to streamline service orders and improve customer service, in addition to optimizing economic, logistics and human resources management.

Onesait Utilities Customers makes it possible to automate and optimize the entire business cycle of electricity, gas and water companies (meter reading, billing, collection and comprehensive customer management). It also supports sales and information requests via virtual channels, speeding up decision-making and improving customer service quality. The solution also provides a single platform to oversee prepaid supplies, a system widely used in the African residential sector.

Additionally, it records service outage reports from customers, and automatically creates incident logs for the company's operations center to resolve. The system also facilitates the generation of automated service quality indicators.

This new contract strengthens Indra's leadership in the development of modernization projects for the African energy sector, where it has more than 25 clients in the leading companies on the continent. Minsait has just completed the development of the transformation project of ESCOM, the Malawi electricity company. Minsait has equipped the company with all the systems it needs to operate its business in an integrated manner, while making progress in other projects with similar characteristics in Liberia and Nigeria.

Leadership in the implementation of energy solutions in Africa

More than 25 million customers in Africa are managed with Minsait's energy business solutions. In 1996, the company succeeded in KPLC, Kenya's national electric company, which was its first improvement and transformation project in the energy sector in Africa. Currently, it has more than 16 successful cases and has offices in several countries on the continent. In addition, it has an energy center of excellence in Nairobi, through which the business solutions designed by the company are maintained and developed to meet the challenges and opportunities of energy and utility companies in the region.

Minsait shows strong leadership in the implementation of energy solutions in power companies in Africa, where it has participated in several of the most important modernization processes undertaken in the last 20 years. Minsait's management systems for energy companies help manage the utilities in Kenya (KPLC, Ketraco, NCWSC, Gulf Power), Zimbabwe (ZETDC), Zambia (ZESCO, Copperbelt), Ghana (ECG), Mozambique (EDM), Ethiopia (EEU), Uganda (UMEME), Eneo (Cameroon), ESCOM (Malawi), Liberia (LEC), among others.

Minsait's energy solutions have been implemented in over 300 electricity, water, oil and gas utilities in more than 45 countries. Currently, more than 150 million customers worldwide are managed using commercial or network systems developed by Indra.

About Minsait

Minsait, an Indra company (www.minsait.com), is a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America. Minsait possesses a high degree of specialization and knowledge of the sector, which it backs up with its high capability to integrate the core world with the digital world, its leadership in innovation and digital transformation, and its flexibility. Thus, it focuses its offering on high-impact value propositions, based on end-to-end solutions, with a remarkable degree of segmentation, which enables it to achieve tangible impacts for its customers in each industry with a transformational focus. Its capabilities and leadership are demonstrated in its product range, under the brand Onesait, and its across-the-board range of services.

About Indra

Indra (www.indracompany.com) is one of the leading global technology and consulting companies and the technological partner for core business operations of its customers world-wide. It is a world-leader in providing proprietary solutions in specific segments in Transport and Defense markets, and a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America through its affiliate Minsait its business model is based on a comprehensive range of proprietary products, with a high-value focus and with a high innovation component. In the 2017 financial year, Indra achieved revenue of €3.011 billion, with 40,000 employees, a local presence in 46 countries and business operations in over 140 countries.