

MINSAIT COLLABORATES WITH EKEDC IN NIGERIA TO IMPROVE THE PROVISION OF ITS ELECTRICITY SERVICE

- **Thanks to the technology company's sales management system, the African country's second-largest distributor will be able to optimize its business and improve its response to incidents and claims**
- **Automation and digitalization have a positive impact on aspects such as the user experience provided by utilities and decision-making within companies**
- **For over 20 years, Minsait has been involved in the modernization processes undertaken by some of Africa's leading energy companies**

Madrid, January 31, 2024.- Minsait has launched its partnership with EKEDC, Nigeria's second-largest electricity distributor, to enable it to improve its service delivery through digitalization.

Onesait Customers, the commercial management system of Indra's technology company, improves the quality and processing of the huge amount of data that utilities have to handle throughout the commercial cycle. As a result, EKEDC will be able to automate its contracting, billing and invoicing by installing meters, consumption readings and dealing with incidents and claims.

The digitalization of the electricity service will bring greater transparency and, therefore, optimize the companies' consumption and business, with the resulting positive impact on the distribution of an asset of public interest.

Previous Minsait solution implementation projects have brought about a 15% fall in claims, a one-to-three day reduction in the commercial cycle and 20% savings in operating costs. They have also enabled full control over the life cycle of meters, greater user satisfaction and improved decision-making at management level.

The CIO (Chief Information Officer) of EKEDC, JP Attueyi, highlighted that "the project is an important milestone in the company's transformation process towards a more efficient, effective and sustainable service delivery model with a state-of-the-art solution that features industry best practices. It will make it easier for our customers to make arrangements or solve their problems at any time and every day of the year through mobile apps and the web, as well as increasing the efficiency in the payment thanks to the prepayment option that comes with the solution".

Potential for growth

EKEDC (Eko Electricity Distribution Company), Nigeria's second-largest distributor, supplies electricity to the south-east of Lagos State and the Agbara community in Ogun State, serving a territory covering 1,200 square kilometers with over half a million customers.

Its growth potential and that of the other Nigerian electricity distribution companies is endorsed by the country's promotion of the sector, which receives World Bank aid to reverse the electricity access deficit among its population (close to 50%) entailing consequences for the companies, whose technical and commercial losses totaled an average of 47% in 2021, according to the monthly data reported by Nigerian distribution companies (excluding YEDC) to the NERC (Nigerian Electricity Regulatory Commission).

The development of these companies involves a modernization process that meets the needs of both business and demand. More than 20 million customers in Africa are managed through Minsait's energy business solutions. In 1996, the technology company undertook its first transformation project in the African energy sector at KPLC (Kenya Power and Lighting Company), Kenya's state-owned electrical utility. It has also deployed its commercial system at AEDC (Abuja Electricity Distribution Company), Nigeria's largest utility with 1.2 million customers.

Today, after taking part in some of the most important transformation processes undertaken by African energy companies in the last 20 years, Minsait boasts around fifteen success stories, offices in several countries on

the continent and a center of excellence in Nairobi, where it develops and maintains technological solutions designed to overcome the challenges and capitalize on the opportunities of the companies in the region.

About Minsait

Minsait, an Indra company (www.minsait.com), is a leading firm in digital transformation 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, world leader in engineering technology for aerospace, defense and mobility business, and that heads digital transformation consultancy and information technologies in Spain and Latin America through its affiliate Minsait. It is the technology partner for digitalization and core business operations of its customers worldwide thanks to its business model, based on a comprehensive range of proprietary products, with a high-value end-to-end focus and a high degree of innovation. Sustainability is part of its strategy and culture, to face present and future social and environmental challenges. In the financial year 2022, Indra achieved revenue totalling €3.851 billion, with more than 57,000 employees, local presence in 46 countries and business operations in over 140 countries.

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