



Press Release

INDRA'S TECHNOLOGY WILL MANAGE THE COMMERCIALIZATION OF ELECTRICITY IN GHANA

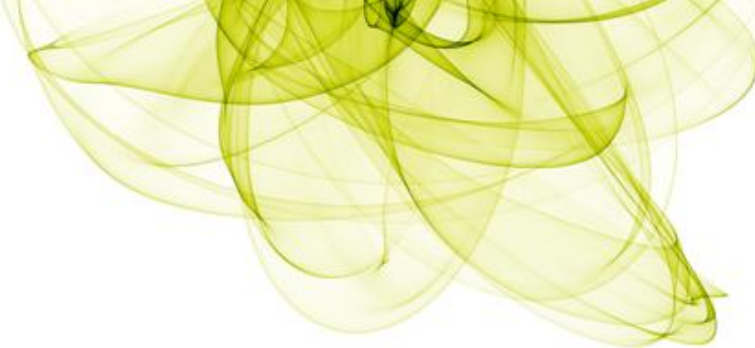
- **The multinational will implement its InCMS solution at ECG (Electricity Company of Ghana), the most important power company in the country**
- **Indra's system will automate and integrate the company's commercial management in order to improve service quality and customer service, and also to reduce operating costs**
- **In recent years, the IT company has participated in the most important modernization processes of the African energy sector, with references in companies located in Kenya, Zimbabwe, Zambia, Ethiopia, Uganda, Cameroon and Morocco**

Indra has signed a contract with Electricity Company of Ghana (ECG), the country's most important electricity distribution company, to implement InCMS, the system developed by the multinational consulting and technology firm to provide integrated support for managing power company customers. The project scope also includes the implementation of several modules of the InGRID distribution suite for geographic information management and energy control (management of production/consumption and losses).

ECG is the largest electricity distribution company in Ghana and has nearly 2,800,000 customers, which represent 80% of the nation's entire market. The contract, for nearly €8 million, strengthens Indra's position in the African energy sector and its leadership as a global provider. More than 140 companies in over 30 countries have implemented its management solutions for energy and utilities.

Indra's commercial management system is designed to automate and optimize a company's entire commercial cycle, from readings, billing and collection, to providing customer service, managing service orders and service indicators. It also helps process registrations, cancellations, contract modifications and information requests through virtual channels, and it speeds up decision-making by providing easy access to better quality information.

Its implementation will allow ECG to optimize how its business is managed while reducing costs through process automation. It will help shorten reading, billing and collection times, and also prevent energy losses and fraud. On the other hand, the power company's customers will have access to more service channels, they will receive assistance faster, and they will benefit from improved service thanks to the accuracy of the information provided by the system.



In addition, the InGRID modules that will be implemented as part of the project will provide increased visibility and control of the distribution network and of the energy that is fed and consumed by customers, making it easier to detect fraud and to plan network operations in order to reduce technical losses.

Leaders in the implementation of energy solutions in Africa

This project is very strategic for Indra since it reinforces the multinational consulting and technology firm's leadership as a benchmark in the implementation of energy solutions for African power companies, especially in the sub-Saharan region, where it has participated in several of the most important modernization processes that have been undertaken in the last 15 years. The Spanish multinational's systems for utilities help manage the power companies in Kenya (KPLC and KENGEN), Zimbabwe (ZETDC), Zambia (ZESCO), Ethiopia (EEPSCO), Uganda (UMEME), Cameroon (AES SONEL) and South Africa (ESKOM), among others. It is also implementing its solutions in EDM, the public power company in Mozambique.

Indra's energy and utilities solutions have been implemented at more than 140 power, water and gas companies in over 30 countries. More than 100 million customers around the world are currently managed using the systems developed by the multinational consulting and technology firm.

It is also developing new technologies and solutions in the field of energy efficiency and sustainability, specifically in the areas of generation, transmission and distribution, as well as for industrial, residential and transport consumption. The company currently has a number of new intelligent infrastructure projects (Smart Grids) that ensure sustainable, reliable and economic development, and it is a member of the Futured (the Spanish technological platform of electrical grids) management group, which defines and promotes domestic strategies in the field of Smart Grids.

Indra is one of the world's largest consultancy and technology multinationals, a leader in Europe and Latin America and is expanding in other emerging economies. Innovation is the cornerstone of its business, which is highly focussed on the customer and on sustainability. The multinational is one of the leaders in its sector in Europe in terms of investment in R&D and innovation, having invested more than €570M in the last three years. With sales approaching €3,000 million, it employs 42,000 professional and has customers in 138 countries.