



*Case Study*

# DALKIA KEEPS ENERGY EFFICIENT WITH GENSYM G2 ENTERPRISE EDITION



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**Company**

Dalkia Group EDF

**Industry**

Energy

**IgniteTech Product**

Gensym G2 Enterprise Edition

**Customer Website**

[www.dalkia.fr](http://www.dalkia.fr)

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Since its founding in France in 1937, Dalkia has always focused on delivering efficient and effective solutions and services for building and managing energy systems. It all started when Dalkia's founders mobilized to assist a local hospital by stepping in to run their failed yet mission-critical boiler operation. It was the market's first energy performance contract. 80+ years later Dalkia continues with this approach, but now as a 15,000 person, \$5 billion, multi-faceted energy services business within the EDF Group.

Along the way, Dalkia has evolved through its organizational know-how and advancing energy technologies to continuously provide reliable, cost-effective solutions to resource and sustainability challenges. They've also collaborated with a wide array of other energy companies, building an extensive international network of partners with complementary areas of expertise — all of which adds up to unmatched solutions delivered to their customers.

**CHALLENGE**

Dalkia offers mission-critical energy services to a growing number of businesses, universities, industries and hospitals across the world. Dalkia's services are designed as a hub and spoke model, with an expert system "hub" that monitors literally thousands of remote asset "spokes." The number of spokes has been growing by the day, significantly slowing the loading time of Dalkia's CRT (Centralized Remote) application. 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 IgniteTech 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**

Group Business Solutions Manager  
Dalkia Group EDF

## SOLUTION

At the center of Dalkia’s hub-and-spoke application model was IgniteTech’s 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 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, the Gensym team 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

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

## RESULTS

By implementing IgniteTech’s Gensym G2 Enterprise and evaluating all the ways the Dalkia expert system could be improved, G2 Enterprise was able to significantly improve loading time and substantially reduce downtime. Today, a group of 1,300 sites that previously took 3 hours to load can be loaded in 1 hour with G2 Enterprise. On an even grander scale, a group of 5,500 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. The Gensym team is also helping Dalkia globalize their application, with 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 the Gensym team. For customers on G2 Enterprise Edition with Platinum support, IgniteTech has a Business Continuity and Disaster Recovery solution that Dalkia is excited to implement in order to reduce onsite costs even further in the coming year. With IgniteTech, Dalkia has found a long-term partner.

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## LEARN MORE

To learn more about how IgniteTech’s Gensym G2 solution can help automate the control and decision management of your complex system, process or simulation, visit [ignitetech.com/gensym](https://ignitetech.com/gensym).

