

John Middleditch
Chief Technology Officer

Technology is key to a business like E.ON "We've got something like six million customers out there relying on us every day. An important part of the nation's electricity supply is down to us. What's more we have around 17,000 employee who also depend on us. Our call centres are an excellent example. They're open 24-hours a day every day of the year, and that means our systems have to work every time a customer calls with a question. Our trading floor also operates on a 24-hour basis and it, too, presents some complex challenges."

An industry that's evolving "Since 1990 when the industry was privatised, we've moved into a more and more competitive market for electricity. The same is true of gas, which was privatised earlier. We've moved from a UK market to a European market and now we're headed toward a global market. Trading has become more involved and there are new ways of delivering things so the market is getting bigger. In fact, I don't doubt it will continue to grow."

Making the best of the present "Essentially, I have two teams working with me. One is looking at strategy, exploring emergent technologies and examining the links that will help us to harness the new technologies that will drive our business forward. The other team focuses on IT performance so that we can drive up value, reduce costs and increase the technical performance of IT."

Relationships form the basis of success "One of the biggest challenges the industry faces going forward is climate change. It's reached the top of the government's agenda and ours. We're making an effort to reduce our carbon footprint by taking advantage of tools like instant messaging, live meeting and video conferencing to reduce both air and car travel. We've also cut back on what we print and on chemicals like those used in toner. It's about looking at all parts of our business and acting together to deliver improvements."

"For someone **starting**
out in technology, there's no
better place to be than E.ON.
Our range of businesses
is **unequalled.**"

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