

## NEMO Link – Nemo Dispatch System

Unicorn Systems company has successfully implemented the dispatch system for Nemo Link HVDC interconnector – Nemo Link Dispatch System (hereafter NDS). The purpose of the solution is to provide automated power instructions to HVDC C&P System considering daily nominations, interconnector capability and other constraints. Along with this new solution, based on Unicorn system INCA platform, Nemo Link Limited also receives extensive support services. These include First Line Support and Second Line Support in continuous and highly flexible 24/7/365 mode, provided systematically in accordance with ITIL principles and best practices.



## Success story

The NDS Dispatch System is based on Unicorn's product called INCA and covers the following modules and functionalities:

- **Nomination module** (reception and processing of Commercial Schedule with nominations)
- **Interconnector capability module** (complete management of interconnector capabilities and interconnector outages)
- **Monitoring module** (interconnector monitoring and control, including notifications and alarms)
- **Calculation module** (automatic generation of the power profile while minimizing the imbalances)
- **Reference program module** (generation of reference program and its communication with the TSOs)
- **Interconnector instruction module** (physical and direct communication with HVDC C&P system)
- **Ancillary Services module** (communication regarding ancillary services and specific services to instruct HVDC C&P)
- **Administration Module** (handles the system administration, user management, and configuration)

The provided support services are represented by the following aspects:

- **Guaranteed level of services** ensured by trained and specialized Support Team
- **Continuous and highly flexible support in 24/7/365 mode**
- **Systematic training and education** of Support Team staff (business processes, advanced system usage, English skills)
- **Provision of complete maintenance services according to ITIL** (Incident management, problem management, preventive maintenance, proactive maintenance, etc)
  - **Continuous monitoring of the system processes and events** by the monitoring tools and Support Team staff
  - **Daily execution of step-by-step Live Mode processes**, as well as **Workaround/Fallback processes**
  - **Prompt response to unexpected situations** ensured by flexible staffing of the Support Team
  - **Resolution of critical incidents in short lead-times** (within 4 hours)
  - **Application of workarounds for critical incidents in extra-short lead-times** (within 2 hours)
  - **Coordination and orchestration of identified tasks and issues** across teams and involved parties
  - **Timely analysis, correction or reparation** of identified issues by the Support Team

### Representative statement of NEMO Link

Andrew Deeley  
Business Development  
Manager

*"Nemo Link are delighted that the strong collaboration with Unicorn that has brought us to this historic milestone, in which nominated capacity on Nemo Link can be dispatched between the UK and Belgium, thus paving the way for increased security of supply, as well as reduced consumer bills. The Nemo Dispatch System and Unicorn contribute to our provision of improved reliability and greater access to renewable energy in The Channel region. Now that we have entered this exciting phase for Nemo Link, we are excited for the future and to continue developing our positive relationship and engagements with Unicorn."*

In Solihull, on 16.10.2019.

 Deeley Andrew, Nemo Link

- **Flexible implementation of minor system modifications**, improvements and extensions
- **Generation of ad-hoc operational reports** and provision of data exports
- **Test data**, system process, and environment preparation for the purpose of various tests
- **Continuous monitoring and maintenance of involved environments** (test, training, production, as well as internal)
- **Coordination and orchestration of the hardware and infrastructure** operation and maintenance
- **High Availability at the level of 99.9 %** ensured by a set of related services and measures
- **Consultations** on elaboration and update of related operational documentation for on-site staff

The delivery includes not only the Nemo Dispatch System (NDS) system as such along with the aforementioned support services, but also the delivery of complete infrastructure and its installation. This respects and meets the requirements for High Performance, High Availability, Data Protection and IT Security, as well as Business Continuity.



The Nemo Link interconnector is a joint venture between National Grid Interconnector Holdings Limited, a subsidiary company of the UK's National Grid Plc, and the Belgian Elia group. The interconnector provides both countries improved reliability and access to electricity and sustainable generation. Nemo Link consists of subsea and underground cables connected to a converter station and an electricity substation in each country, which allows electricity to flow in either direction between the two countries. The site for the converter station and electricity substation in the UK is an 8-hectare site, formerly occupied by the Richborough Power Station, which now forms part of the Richborough Energy Park. A similar converter station and substation have been built in the industry zone Herdersbrug in Bruges, Belgium. For further information on the Nemo Link and Nemo Link Limited, please, follow <http://www.nemo-link.com/>