

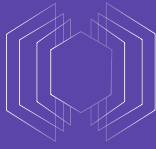


Intelligent enterprise service bus solution for a US-based public-utility

In the era of digital dominance and a plethora of opportunities, standing still is not an option. Agility becomes paramount. Thus, when our client sought to redefine their organizational DNA by harnessing the potential of emerging technologies, we understood that this particular modernization endeavor presented a complex challenge with no simple solution.

Client in spotlight

Our client is a large municipal utility based in Florida, ranked as the 14th largest municipality in the United States and the second-largest publicly-owned one in Florida. They have been recognized as one of Florida's most dependable utility companies for 22 consecutive years. The company owns and operates the most diverse electricity generating site in Florida, capable of producing over 1800MW of electricity. Additionally, they own and operate seven water plants and maintain a distribution network that stretches over 1,700 miles of pipes to ensure that critical utilities are accessible to the community.



◆ FUN FACT

Going forward, power and utility companies will likely see increased opportunities to create value based on data, insights, and services.

Key challenges

- 01 Our client grappled with **latent, manually-driven systems** that couldn't accommodate new customers, resulting in delayed service turnaround times.
- 02 Siloed operational structures resulted in **disparity across value chains** and operational instabilities.
- 03 Payment processing **protocols were dated** and lacked advanced capabilities, slowing customer growth.

Solution

We implemented a sophisticated and comprehensive **Enterprise Bus Architecture**, enhanced by multiple integrated services, to propel our client to the forefront of rapid service expansion across various market verticals.

We developed a **data-driven process integration** solution to bring connectivity, resilience, and integrity into the value spectrum. This included various services such as Field Order, Outage Management, Prepaid Account Management, Meter Data Management, Customer Information Systems, Third-party Payment Vendors, and Customer Self-Service Systems.

Our implementation also introduced top-notch functionalities, including '**Proactive Alerts**' and a '**Computer Aided Dispatch (CAD)**' system. Proactive Alerts played a crucial role in detecting offline meters (outages) and automatically sending real-time SMS alerts to customers, while the CAD system streamlined assignment handling for service engineers through automation.

Beyond integration, we incorporated advanced features to address specific business needs, including guaranteed delivery, security, transformation, and content-based routing. These enhancements significantly **elevated the system's capabilities** and revolutionized core functions, enabling our client to achieve true digital prowess.



Insights and impact | Empowering the public utility sector with technology

The energy sector is taking giant leaps forward with the help of data and digital transformation. Public energy providers use these powerful tools to reach out to citizens like never before, offering **innovative and personalized services** that make a real impact.

The industry is experiencing an **exciting time of technological advancements**, with solar power, battery storage, wind power, electric vehicles, smart buildings, two-way power flows, microgrids, and more all becoming more accessible and affordable. These cutting-edge developments are opening up a whole new world of possibilities, allowing energy providers to **provide unparalleled services to their customers**.

Thanks to the **power of data and digital transformation**, energy providers can offer seamless and intuitive experiences to their customers, revolutionizing the way energy is consumed, delivered, and experienced. The future of the energy sector is bright, **promising a more sustainable future** for all.

Streamlined

Payments processing and automated service restorations

Automated

Outage detections and notifications to customers

Reduced

Manual workload with streamlined customer channels