



## Utilities Sector

### UTILIZE REAL-TIME INFORMATION TO REDUCE RISKS AND OPERATING COSTS, IMPROVE CUSTOMER SERVICE AND FACILITATE BETTER DECISION-MAKING

The utilities industry faces numerous challenges. Market structures, regulations and incentives must be defined to encourage the deployment of capital. Investments are needed to upgrade aging infrastructure and to provide rapidly growing markets with increasing power demands. Plus, in deregulated markets, merger and acquisition activity has increased the need for flexible IT infrastructures and business processes.

In these markets and elsewhere, Software AG is helping electric utilities improve internal efficiencies and lower operational costs in areas such as customer satisfaction and service reliability.

Four ways Software AG solves the challenges of utilities companies:

#### 1. Increased asset utilization and operational efficiency

Integrated Maintenance, Repair and Operations (MRO) can provide an enterprise-wide system capable of managing the diverse asset base of most manufacturers. Asset management systems - when connected to financial and other core applications - will improve asset utilization, safety and other key metrics. This is achieved by allowing the deployment of management and labor across the enterprise and sharing asset performance, best practices and other operational measures. For example, integrated systems increase asset utilization and eliminate costs and delays from fragmented, disparate systems by reducing the time taken for planned overhauls by 2-8%. This improves preventative maintenance, condition monitoring and early detection of failure modes, as well as maintenance operations management such as

services provisioning and capitalized assets, and more.

- Ensure that assets are operating optimally and production is optimized
- Optimize maintenance to increase asset utilization
- Support asset and work-force availability and utilization
- Improve return on capital of new and existing assets

#### 2. Improved responsiveness to customers

Deregulation is forcing utilities to change their focus from being meter-centric to being more customer-centric. Without tightly integrated systems, a customer may be given conflicting information, often resulting in poor customer satisfaction or complaints to a utilities commission. Software AG solves these challenges with:

- Streamlined web/portal/e-mail access to vendor information for internal and external customers

*"We have a growing need to exchange data with other business units within our holding company and with third parties. The webMethods integration platform enables us to do that by helping us rapidly develop connections that integrate other companies' information resources with ours, reducing the amount of manual processing necessary to enter information into our systems"*

- Idaho Power Company

- Automation of interactions and transactions and ability to monitor, capture, report and analyze insightful data
- 24-hour availability of information
- Reliable and real-time information from multiple systems

### 3. More profitable trading and improved risk management

Energy trading continues to provide your organization with an essential outlet to sell and purchase energy – a product that cannot be readily stored in any significant quantity, and yet is subject to rapid variation and extremes of supply and demand. Both opportunities require you to connect to new trading partners, transaction hubs, specialist data management firms, energy retailers, suppliers and many more entities in the business ecosystem. Software AG provides you with:

- Real-time visibility to market information and pricing
- Ability to deconstruct contracts during trade capture
- Early visibility to hedging requirements
- Visibility across Front-, Middle- and Back-Office functions of a trade

### 4. Active, easily auditable compliance

The utilities sector increasingly needs the ability to monitor every transaction or control point in near real time for complete compliance protection. With Software AG, you can:

- Gain visibility into the enterprise and into supplier networks for centralized, auditable control of compliance with local, state and federal mandates.
- Predict and resolve potential violations before they occur by monitoring exceptions on business and IT key performance indicators (KPIs)
- Reduce the costs of compliance with a scalable Service-Oriented Architecture. This helps with mergers and acquisitions, and other events requiring cost-effective ways to maintain duplicate systems, phase out redundant systems and tie together critical systems

### WHY SOFTWARE AG?

Software AG offers the industry’s most comprehensive capabilities for linking business processes, enterprise and legacy systems, databases, workflow, and web services, within and across enterprises. Software AG enables your organization to meet the full range of business integration requirements with a single, globally-scalable infrastructure. Our solutions are based on a unified architecture leveraging the open standards of the Internet to integrate disparate information resources and to connect customers, suppliers, and trading partners, while providing end-to-end transactional integrity, security and reliability.

#### Agility

- Improve response times through operational efficiencies
- Predict and prevent asset failures and adjust plans based on usage-related forecasts
- Improve the speed and quality of decision-making
- Respond to unplanned outages and maintenance

#### Process Assurance

- Ensure regulatory compliance by providing a complete, auditable electronic history
- Measure, compare or evaluate “normality” of transaction attributes against benchmarks
- Automate interactions and transactions and monitor and capture data

#### Adaptability

- Quickly connect to new trading partners and markets
- Easily analyze data to gain insight into customer demand
- Effortlessly adopt and incorporate new federal or state regulations into existing infrastructure

### KEY BENEFITS

- Enhances revenue by 5-15%
- Reduces costs by 20-30%
- Lowers compliance costs by 40-50%

### KEY CAPABILITIES

- Enable efficient outage management
- Empower customer self-service
- Decrease post-merger IT expenses
- Meet compliance mandates

Take the next step to improve your utilities management - faster.

To find the Software AG office nearest you, please visit [www.softwareag.com](http://www.softwareag.com)

### ABOUT SOFTWARE AG

Software AG is the world’s largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems and processes to meet growing business demands.

Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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