

Industry: Hydro & Energy

Country/Region: Canada

Business Needs: Integration of Smart Meter Infrastructure with their Power Outage Management System to achieve \$10 million in savings from outage management efficiencies.

IT Issues: Enterprise Integration – agility, scalability, interoperability

CHALLENGE:

Our client needed to integrate their Smart Meter Infrastructure with their Power Outage Management System. Our client reported nearly 3,500 customer outage calls per year resulted from problems on the customer's side of the meter. Smart Meter Infrastructure integration, with existing integrated capabilities of SAP, will deliver "on-demand read" functionality on a per Meter basis. This will enable CSRs and Dispatchers to determine if an issue is on the utility or customer side, and avoid unnecessary truck rolls or any other unnecessary support.

SOLUTION:

NTG developed a scalable and reliable CEP solution to handle millions of events daily and filter them in a multi-layer filter through a complex rule engine in order to eliminate false power outage notifications and power restoration notifications. NTG successfully delivered the solution's architecture, design, implementation of the Project using cutting edge technologies like TIBCO BE inference agents and Rule decision tables.

This solution offered great results by eliminating over 90% of inbound power notifications, while saving millions of dollars annually for our client.

SERVICE PROVIDED:

NTG was able to support the client via its integration services and TIBCO Enterprise Service Bus (ESB) Solution.

BENEFIT TO THE CUSTOMER:

Our client successfully integrated their Smart Meter Infrastructure with their Power Outage Management System to achieve a higher than expected ROI and savings from outage management efficiencies.