

**Industry:** Utilities

**Country/Region:** Canada

**Business Needs:** Gain a competitive advantage in the market for further organizational growth

**IT Issues:** Enterprise Integration – agility, scalability, interoperability

## **CHALLENGE:**

Our client needed to be compliant with the new rules and regulations provided from the Ontario Energy Board. The new rules and regulations included a standard XML format for sending and receiving data to and from other Utilities companies and other third party organizations. Therefore, the client needed to enable their CRM system to interface and integrate with day-to-day energy market transactions in compliance with Ontario Energy Board (OEB) regulatory requirements. These day-to-day energy market transactions included sending/receiving customer profiles, new customer area acquisitions, billable upgrades, and new area churn. The client was facing a short period of time to adapt to the new regulatory requirements or they would be drastically penalized financially.

## **SOLUTION:**

Our Team provided a complete end-to-end solution of business process management, architecture, design, implementation and system integration. The new standard XML format was integrated and supported for all day-to-day transactions that occurred at our client side. The Business Support Team provided operation support and monitored the solution applications to ensure that all inbound and outbound transactions had been processed, completed and all file transfers have occurred throughout the day with history logs and approval notifications.

## **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 is now in compliance with Ontario Energy Board (OEB) regulations and integrated with Ontario energy market throughout the day. The client was able to upgrade their

overall software environment by being involved with the architecture, implementation and integration of the system. As a result of NTG's Enterprise Solution, our client retained its market share, preserves its customers, and most importantly, was compliant with the new regulations from the Ontario Energy Board.