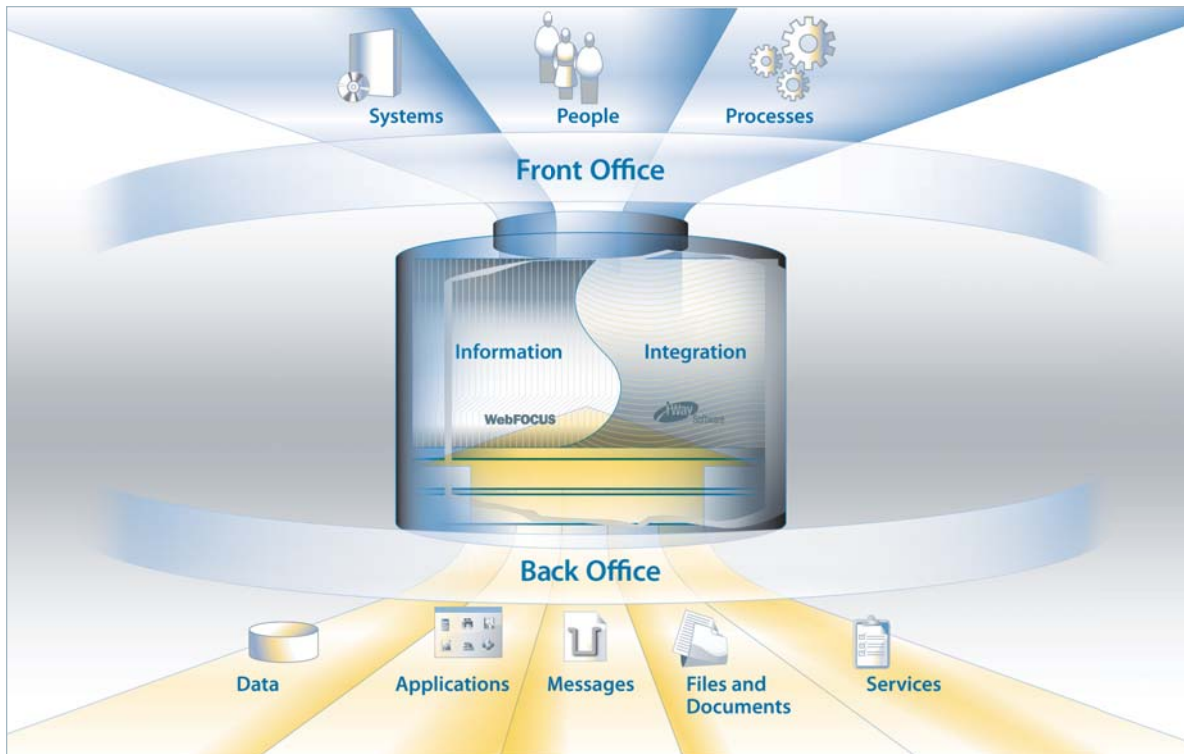


Information Builders in Energy and Utilities

WebFOCUS

iWay
Software



Front-Office Information Access and Delivery

"Thanks to WebFOCUS, we now have vital HR information available at our fingertips to help us make important business decisions. Information that would sometimes take days to compile is ready now at the touch of a button. That means greater productivity for us across the organization."

Nicholas Illobre
 Director of Human Resources and Environmental
 Health and Safety
 Orange and Rockland Utilities

Back-Office Integration

"iWay offered an efficient solution for integrating our legacy and new applications. iWay's custom adapters simplified the APIs among our planning, dispatching, and timesheet systems. Creating an integration hub and incorporating iWay adapters into our design enabled us to significantly reduce the number of system interfaces. iWay's Adapter Factory is also a good solution for the future as we encounter additional IT projects and upgrades."

J.J. Blaise
 Project Director
 Hydro One

Information Builders in Energy and Utilities

Deregulation, expansion, legislative pressures, and mergers and acquisitions create a variety of challenges for utilities firms. They must be more flexible and agile, responding instantly to changing customer and regulatory requirements, and evolving market conditions.

With solutions from Information Builders, utility companies can leverage critical business and industry trends. Processes will be more efficient, decisions will be smarter, and profits will be higher.

Front-Office Reporting, Query, and Analysis

WebFOCUS provides advanced reporting and analysis capabilities that enable utility companies to boost productivity, contain costs, and more effectively meet subscriber demands.

WebFOCUS empowers users at all levels to:

- Track production and usage in real time, to optimize asset utilization
- Accurately forecast demand, to avoid outages and increase scheduling accuracy
- Precisely predict market prices, to maximize profits and mitigate risk
- Manage the performance of wholesale and retail distribution chains
- Conduct in-depth customer analysis, to increase subscriber loyalty and value

Back-Office Integration and Process Automation

iWay Software empowers utility firms to bring together systems across all commercial, residential, and industrial lines of business – with far less time, cost, and risk.

With iWay's market-leading integration technologies, utilities can:

- Maximize ROI from both new and existing application investments
- Streamline and coordinate critical processes and workflows across multiple plants and facilities
- Collaborate and share information with wholesalers, retail distributors, and other trading partners
- Minimize the risks associated with mergers and acquisitions, as well as globalization
- Achieve full regulatory compliance

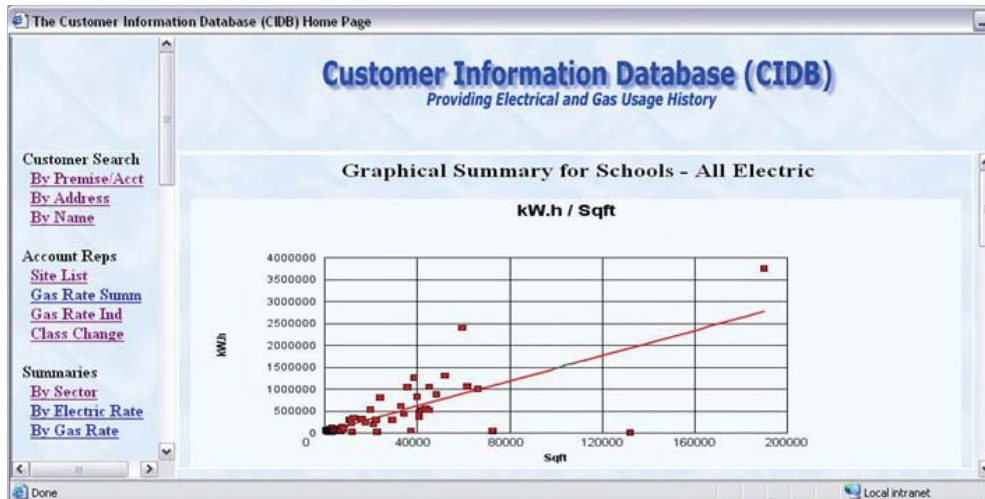
Bringing It All Together

Information Builders' core competencies – business intelligence (BI) and integration – stem from more than 30 years' of experience working with complex requirements. We built our software from the ground up instead of acquiring packages from unrelated companies.

Our customer-service organization supports our customers from requirements gathering through implementation into long-term maintenance. This includes a world-class professional services team, a comprehensive education curriculum, and an award winning customer support team.

At leading companies worldwide, such as Orange and Rockland Utilities, Hydro Quebec, Covanta Energy, and Hydro One, we are tackling the tough jobs and our solutions are standing the test of time.

Business Intelligence for the Front Office



The WebFOCUS BI platform makes it fast and easy to access, consolidate, and analyze vital and timely information from any system, regardless of its source or location. This empowers companies of all sizes across the energy and utilities landscape to:

- Monitor services and product lines in real-time
- Provide customers with convenient Web-based services such as online account tracking
- Assess the effectiveness of sales and marketing programs
- Evaluate and manage the performance of call center and customer service teams
- Accurately forecast demand and capacity requirements
- Enhance budgeting, cost management, and other financial activities across multiple plants and facilities
- Make information instantly accessible to field service personnel via mobile devices

Customer Successes

Hydro-Quebec – This government-owned utility, located in Montreal, Canada, relies on WebFOCUS to enable more than 1,000 employees to create, run, and view reports via an intuitive interface. For example, senior managers analyze performance and usage data, while research and marketing staff measure trends and test new products. Hydro Quebec has increased the speed and efficiency of reporting processes, and improved communication between IT staff and end user employees.

Orange and Rockland Utilities – Providing vital HR information has increased visibility and efficiency at this provider of electricity and natural gas to New York, New Jersey, and Pennsylvania. A Web-based self-service application allows authorized supervisors and executives to obtain statistics about time and attendance, employee turnover, labor costs, retirement eligibility, and other factors that impact company and workforce planning. And, an online calendaring application enables staff members to track vacation, personal, and sick time balances. WebFOCUS has helped to improve executive decision making, while streamlining HR processes and reducing the number of routine calls placed to HR staff. The utility company also uses WebFOCUS to automate the reporting of electric meter tests, an application that has increased accuracy, reduced labor costs, and helped ensure compliance with guidelines imposed by regulatory agencies.

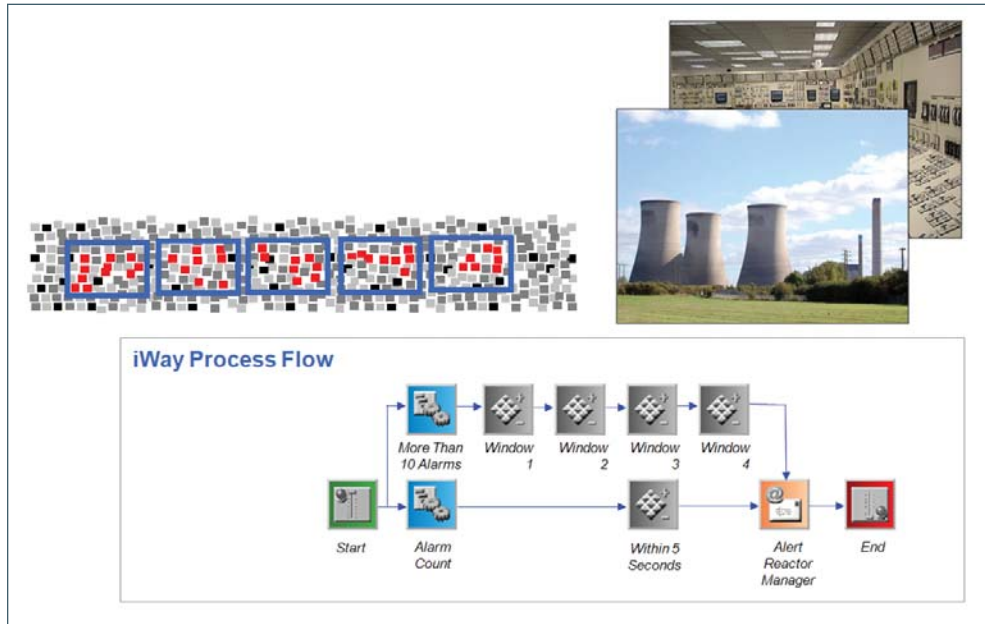
Scottish and Southern Energy – With eight million customers and 40 percent of the UK's electricity generation capacity, Scottish and Southern Energy prides itself on its ability to help its subscribers control their energy usage and related costs, while meeting environmental sustainability targets through smarter consumption. WebFOCUS gives the company's more than 420,000 business customers instant access to timely and accurate data about gas and electricity usage and billing via a self-service portal. That information can be converted into a variety of formats, such as graphs, charts, spreadsheets, pivot tables, PDF files, and XML, for further manipulation and analysis.

Shikoku Electric Power – When an inability to rapidly generate spreadsheets from SAP R/3 systems was hindering business operations, Shikoku turned to WebFOCUS. Faster access to timely, critical business information has dramatically improved day-to-day activities for users across the company.

Suncor Energy – Expansion and internationalization lead Suncor, one of Canada's largest integrated oil and gas companies, to WebFOCUS. As the company's business intelligence standard, WebFOCUS provides for the analysis of financial and operating data for financial managers, empowering them to gain visibility into profitability and to make informed decisions on operational matters – ultimately leading to reduced costs and lowered business risk.

Western Power Distribution – By allowing users throughout the organization to track, monitor, and measure business performance against pre-defined KPIs, Western Power Distribution enables everyone, from managers to local team leaders, to better perform their day-to-day activities. As a result, the company can make smarter decisions for improved operational efficiency.

Integration for the Back Office



This is an example of a Complex Event Process Flow that might be leveraged in a Nuclear Power Plant using iWay's Activity Monitor. When 15 alarms are received within any five second window, and more than 10 alarms of the same type are repeated in four subsequent five second windows, then the Reactor Manager is dynamically alerted.

With cutting-edge integration solutions from iWay Software, energy and utility firms can realize the full potential of their system investments, creating a fully unified infrastructure that promotes coordination, flexibility, and productivity across the entire organization. iWay Software makes true enterprise scale integration a reality, empowering companies in the energy and utilities industry with the kind of technology architecture they need to enhance all facets of their operation.

From integration of disparate enterprise systems, to real-time activity monitoring and automation of key workflows, iWay provides companies operating in the energy and utilities sector with powerful solutions for building sophisticated, reliable, high performance technology architectures and streamlining complex activities. As a result, they can:

- Maximize the value of their technology investments
- Increase agility and flexibility
- Optimize resource utilization to facilitate cost reduction
- Improve communication and collaboration with third-party wholesalers, retail distributors, and other partners

Customer Successes

Covanta Energy – New Jersey-based Covanta Energy needed to seamlessly share information between PeopleSoft accounting and financial applications, and Maximo, an asset management package which houses data about equipment history, scheduling, preventative maintenance, work orders, labor and expense tracking, and procurement. iWay Software solutions were leveraged to enable full application-to-application (A2A) integration, creating a more efficient flow of information exchange between the two environments.

Enbridge Gas Distribution – The largest distributor of natural gas in central and eastern Ontario uses iWay Software to link its .NET applications to its Microsoft BizTalk environment. Rapid, economical deployment allowed Enbridge to successfully integrate its infrastructure, saving the company time and money, while helping it to build a flexible foundation for future integration needs.

Hydro One – When it needed to improve the efficiency of field workers, Hydro One Networks, one of the ten largest electricity transmission and distribution systems in North America, turned to iWay Software. iWay solutions were used to unify multiple best-of-breed applications, enhancing an existing service-oriented infrastructure by simplifying integration tasks, and ensuring full re-usability of integration components. Now, more than 10,000 transactions are controlled by iWay each day, as part of a sophisticated work execution process that makes both field and administrative staff more productive.

RWE – More than one million customers rely on RWE AG to supply them with electricity, gas, heat, and water. And when, in an effort to remain efficient and productive, the company moved away from mainframe-based marketing and billing systems to SAP applications, it needed a seamless way to migrate its existing data. iWay Software provided RWE with the solution it needed, allowing information to be quickly and easily moved from the old environment to the new one, with minimal impact and delays to work in progress. Additionally, IT staff members were able to monitor and report on migration-related activities, as they occurred, to ensure the success of the project.

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* Training facilities are located at these branches.