

Thrive on change in the energy and utility markets

Increase efficiency, reduce cycle times and maximize the value of business assets with enterprise content management



Highlights

- Provide accurate, trusted information to systems and employees on demand
 - Improve asset record management and automate business processes to maximize asset value and streamline operations
 - Manage risk and provide the flexibility required to support complex business processes and enable instant information exchange
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Utility companies are facing unprecedented changes in their industry. Smart grids are changing the economic rules that govern the creation and distribution of energy. Consumers are becoming more actively and directly involved in energy markets. Meanwhile, environmental issues are changing the way that the entire industry does business.

To stay competitive, utility companies must improve performance in almost every part of their business. Some of the challenges they face are common to all organizations, such as improving operational efficiencies, increasing productivity, gaining better customer insight and tightening security. But beyond these, utility companies must also find answers to issues more specific to their industry: Reducing the cost of regulatory compliance, integrating distributed energy generation resources, absorbing acquisitions, maximizing plant capacity and capturing and managing the knowledge of a skilled workforce that is nearing retirement age.

All of those challenges require better use of enterprise information: Providing accurate, trusted information to systems and employees on demand, so business can make smart buying, selling and investment decisions in a market that can change in the blink of an eye.

The power in utilities

For energy producers, the information generated by their assets and business processes—and managing, tracking and controlling the data contained in disparate systems spread across the enterprise—is critical. By improving the management of asset records and automating business processes, utility companies can maximize the value of their assets and extend their useful life, as well as bridge organizational islands of



information to develop new insights and streamline everyday operations. Meanwhile, actively including vendors and suppliers within the company's flow of information can generate significant time and cost savings.

The same information can be used to achieve comprehensive, auditable regulatory compliance, helping to minimize the risk of fines, plant shutdowns and other sanctions—even as regulatory standards increase in scope and volume. By efficiently managing all of the content used to operate their facilities, utility companies can improve plant availability, demonstrate compliance and collect the information they need to supply to regulators.

“We have had great success in capturing the undocumented processes and specialized information from our aging workforce using IBM solutions.”

—Denis Smalley, Con Edison

Across the energy and utilities industry, organizations are improving operations and keeping pace with acquisitions by implementing IBM® Enterprise Content Management (ECM) solutions as document repositories and business-process backbones. By streamlining fragmented business processes and eliminating inefficient paper-based systems, utility organizations are able to reduce cycle times, optimize existing assets and better manage change. Moreover, by linking content with process data and automating mission-critical business processes, they increase asset and supply chain optimization, improve business decision making and increase corporate competitiveness.

IBM ECM solutions enable energy producers to streamline and automate their critical processes, connect with their information systems and efficiently access and manage all



forms of content throughout their operating units. IBM solutions help utility companies be more productive while using fewer resources and employees to make the right decisions.

Many top global utilities employ IBM ECM solutions, utilizing IBM ECM capabilities across all areas of plant operation, including:

- **Life-cycle asset management:** IBM ECM solutions capture all documentation related to an asset, including physical descriptions and process information. Business processes are linked to documents, data and strategic systems to maintain all documentation “as built” for safety, operation and compliance.
- **Regulatory compliance:** IBM process templates tie users to compliance standards while workflow processes manage facility life cycles across enterprise systems with a verifiable audit trail, secure document retention and archiving and change management capabilities.
- **Energy trading:** Regular trading of large volumes of energy requires instant information exchange. IBM provides the necessary flexibility and operational integration to manage risk while supporting the complex business processes needed to meet changing market conditions.

The right combination for high ROI

IBM ECM offerings address the unique requirements of energy producers to deliver high return on investment (ROI). IBM solutions are helping utility companies to quickly deploy and immediately modify the many processes that pace the flow of work. They can support millions of transactions and thousands of users, and can empower agencies to respond immediately to constituent requests. The IBM solutions can control, share, manage and access any form of content, and publish it quickly to the Web while protecting the privacy of citizens' information.

With IBM ECM capabilities, you can:

- Automate business processes and decisions to cut costs throughout the supply chain and a plant's operational life cycle
- Combine content, process and connectivity to maximize overall productivity while enabling employees to make better decisions across your organization
- Enhance asset management and maintenance effectiveness
- Link content in the IBM ECM system with IBM Maximo® Enterprise Asset Management Systems using the IBM-supplied connector
- Provide secure content and change control for regulatory compliance
- Improve control over internal processes while safeguarding the privacy of citizen information
- Capture critical undocumented information from the aging workforce
- Provide customer-service solutions to help improve problem resolution, customer satisfaction and corporate competitiveness
- Help achieve regulatory compliance through content and process management, auditing and reporting
- Better manage rate negotiations with regulators



Thrive on change with IBM ECM solutions

IBM ECM solutions help organizations make better decisions faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. The IBM ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help you drive greater value from your content, and prepare your company for success in the rapidly changing energy and utility industry.

For more information

To learn more about IBM ECM solutions, please contact your IBM marketing representative or IBM Business Partner, or visit the following Web site: ibm.com/software/ecm

Join the conversation at ibm.com/community/ecm

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