

# CASE STUDY

## ENERGY EFFICIENCY PROGRAMS MANAGEMENT

*Oncor Energy Inc deploys Savant's Energy Efficiency Programs Management Solution to build a common platform for their Energy Efficiency Programs*



*Best of breed solution for all EE Programs management*



*Technologies stack to meet complex needs*



*Adapt and revamp new EE Programs faster*



*Intuitive user interface with extensive online aids*

Oncor Energy Inc supplies electricity to approximately 7 million consumers and was recently honored for its long-term commitment to energy efficiency. Energy efficiency market is an evolving market with the process and practices getting enhanced continuously. The company desired to build a common platform that helps them to adapt and revamp their solution fast and reach out to their customers as well as to operate the future programs with lots of predictability. Oncor now has a common Energy Efficiency framework implemented by Savant Technologies and successfully launched two of their most complex energy efficiency programs to the market.

### MARKET

Operating in the high growth service area of United States, it is the sixth largest transmission and distribution company with the customer base about one third of state's population. These energy efficiency programs have brought more than 10% energy savings in their growing energy market.

Oncor actively participates in the Energy efficiency programs and constantly looks for ways to improve its solution strategy. The company relies largely on their energy Efficiency framework to achieve their energy efficiency goals. Oncor tied up with Savant to implement a single platform that can effectively manage all their programs.

### CURRENT SITUATION

Despite recognizing the need for technology early, the company's previous solutions were not yielding the desired results. Oncor's energy efficiency platform consisted of different solutions from various vendors, each catering to one or more programs. This resulted in lack of an integrated view and absence of a common approach to manage these programs. Moreover, Oncor clearly anticipated increased flexibility in funding these different programs and expects to roll out new programs as well as improve the savings from its existing programs. The current platform, with disparate solutions, took considerable time and effort of key Oncor resources that would have been otherwise spent on improving existing programs and designing and implementing new programs. As a result, Oncor expected increased administrative costs of supporting the energy efficiency market with its current solution stack.

Consequently, while the programs differed quite a bit from each other, Oncor felt the need for a flexible and integrated platform that could accommodate these differences in a single common framework.

## STRATEGIC VALUE OF EEPM SOLUTION

Oncor recognized that having all the programs on a common platform will enable it to increase its offerings rapidly and also bring down the costs of maintaining, hosting and enhancing the different applications. The customer also envisioned that such a solution would result in increased service provider participation as well as eliminate redundant administrative work. Oncor executives would also be able to get a seamless view across the programs and get real-time information which will aid in both their strategic and tactical decisions.

## KEY SOLUTION REQUIREMENT

As the number of programs is expected to grow quite rapidly, Oncor expected the solution to handle new programs without requiring significant development effort. In other words, Oncor should be able to roll out new programs by configuring new business processes, user interfaces and business rules.

The new solution should also considerably reduce the administrative burden on Oncor staff so that they can concentrate their efforts on growth and improved effectiveness. This meant that end users should have an intuitive user interface that would prevent them from making simple errors as well as extensive online aids so that they can solve their problems themselves without requiring the assistance of Oncor personnel.

In short, Oncor needed a system that would be reliable, support quick changes and provide real time training and assistance to end users.

## SELECTING A SOLUTION

Even though Oncor had outsourced most of its IT needs to a Big 5 consulting firm, the energy efficiency group invited many vendors through a formal request for proposal. Savant had already implemented a similar solution called e-tracker for Oncor and was one of the vendors invited to submit a proposal. Savant submitted the proposal blending its innovation in building technology frameworks and expertise in the Energy domain and was awarded the contract to implement the solution after an extensive evaluation of competing offerings from more than 10 other vendors. One of the key decision makers said "Savant's solution architecture was the best amongst all the proposals".

## IMPLEMENTATION PROCESS

The success of the solution largely hinged on the ability to abstract the common requirements across programs. The consulting team from Savant worked with the different program executives to gather their needs and also looked at the current state of the application.

The team then proceeded to abstract the commonalities across these different programs and used this as the basis for designing the framework. In parallel, the technology team worked closely with the consulting team to standardize on the platform that would support the complex needs of the customer. The products such as SharePoint, Workflow Foundation and Rule engines that would enable a business user to configure user interfaces, business processes and business rules. The end result of this was a comprehensive architecture that covered multiple processes, programs, integration with existing systems as well as the design of the portal and the framework.

Savant also set up multiple software environments for the various stakeholders to make changes and test new programs before offering it to the service providers. With this approach, Savant had laid out clearly demarcated environments for development, training, user acceptance, staging and production.

At the end of the training for the first program, the service providers found the software easy to use and were unanimous in saying that the new solution developed by Savant was a "quantum" leap from the existing platform.