



A Partner Solution for the Communications Sector

A Comprehensive Solution Suite to Streamline Construction Services, Project Management and Compliance Operations

IBM Information Management software

# TriTek Solutions Utility Industry Solution Suite

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## Partner Solution

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■ **Target Industries**

*Energy and Utilities*

■ **Business Application**

*Comprehensive Utilities Suite*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet Image Manager*

### Business Challenge

With increasing costs, greater operational demands and more stringent compliance requirements, energy and utility companies face a growing number of challenges including:

- Outdated infrastructure documents, delayed repairs and increasing fines within the Construction Services department.
- Delayed approval of drawing and engineering documents and inefficient content searches in the Central Engineering department.
- Incomplete or inaccurate content repositories in the Office of the Secretary or other departments who are responsible for corporate governance.

Many energy and utility companies are still using manual, paper-based processes. If companies have implemented systems or solutions to address these issues, the systems often lack integration, which significantly reduces efficiencies across the enterprise.

### Solution

TriTek developed a portfolio of solutions called "Utility Industry Solution Suite" to enable energy and

utility companies to gain significant benefits by utilizing a single infrastructure and set of tools as an enterprise-wide platform. Trans@ction eXpress is TriTek's award-winning transaction processing solution framework, built on IBM's ECM suite of products, it provides a highly configurable user-friendly interface, a robust background framework and custom processing capabilities. TriTek has developed specialized modules to accommodate the specific business challenges faced by the Construction Services department, Central Engineering department and the Office of the Secretary.

- **Notice of Violation** streamlines permitting and violations processing in Construction Services departments, accommodating dozens of compliance related business scenarios.
- **Mobile Office** includes a back-end electronic package preparation system and a mobile office solution that provides Construction Services employees electronic and remote access to documents while on the construction site.
- **Embargo and Permit Management** automates the emergency permit request and response processes within the Construction Services department through the use of



a requestor portlet and back-end integration with the various appropriate government agencies.

- **Central Engineering** streamlines the pre-construction administration of projects at energy and utility companies and includes a customized environment to automate all review, approval and transmittal workflows associated with construction projects.
- **Office of the Secretary** manages corporate governance documents with a document storage and retrieval system.

Each module can operate as a standalone solution or as a part of the Utility Industry Solution Suite.

### Value Proposition

Benefits of this comprehensive Utility Industry Solution Suite include:

- Improved compliance with government regulations.
- Significantly reduced or eliminated construction delays.
- Real-time updates to content in all departments.
- Enterprise-wide system integration.
- Increased control over emergency permit processes.

A major U.S.-based energy company recently implemented the Utility Industry Solution Suite and experienced an immediate return on investment. In addition to the benefits mentioned above, fines associated with notices of violation decreased \$1.1 million annually and the processing time for emergency permits was reduced from 45 minutes to 1-5 minutes. Within 5 months, the company realized a return on investment and savings that reached 30 percent within the first year.

### Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner specializing in the integration of IBM FileNet products and related technologies, has become a leader in the design, development and delivery of customized Enterprise Content and Business Process Management solutions. TriTek provides industry specific solutions for the financial services, insurance, utilities and government verticals.

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