



TriTek Solutions Utility Industry Solution Suite: Notice of Violation

Partner Solution

■ **Target Industries**

Energy and Utilities

■ **Business Applications**

*Permitting and Violations
Processing*

■ **Products**

*IBM FileNet Business Process
Manager
IBM FileNet Content Manager
IBM FileNet Image Manager*

Business Challenge

Due to the nature of the work performed, utility companies must work hand in hand with state governments and municipalities to comply with various codes and regulations. Yet the process of handling Corrective Action Requests (CARs) and Notices of Violations (NOVs) is often overlooked. Fines are paid without proper due diligence – or worse yet, go unpaid, racking up interest and penalties, eroding profit margins.

Following an audit, a large U.S. based energy company found that its manual processing environment was interfering with the company's ability to properly evaluate and make informed decisions as to whether to pay or dispute CARs and NOVs. While CARs are similar to parking tickets and can be paid immediately, NOVs are violations that require a court appearance.

Not only was the utility company accepting all the expenses related to all CARs and NOVs as part of the cost of doing business, but to further complicate matters, CARs and NOVs were often lost or paid late or incorrectly. These actions strained the utility company's relationship with the municipality and resulted in an excess of \$1 million of avoidable annual costs due to fines and penalties.

Realizing that business process automation was the key to saving time and money and that it could also result in an improved relationship with the city, the utility company turned to TriTek, an IBM Software ValueNet Business Partner and expert in development and integration of solutions within the enterprise content management (ECM) and business process management (BPM) markets.

Solution

TriTek developed a solution called Notice of Violation to help streamline the permitting and violations processes within energy and utility companies. This module is part of their "Utility Industry Solution Suite," a comprehensive ECM and BPM solution suite that leverages the IBM ECM suite of products. The Notice of Violation module comes preconfigured with various user interfaces and accommodates dozens of compliance related business scenarios.

The Notice of Violation solution provides end-to-end process automation and a complete document archive for permits, CARs, and NOVs, enabling utility company personnel to better identify and analyze the circumstances of a citation in a timely manner and respond accordingly. In



instances where the citation is issued with cause and the utility company is at fault, the system expedites the processing of the violation, eliminating costly penalties for late payments.



Value Proposition

Through the use of Notice of Violations, companies can benefit through:

- Improved executive visibility and performance management via reporting of work-in-progress and historical metrics;
- Task prioritization and a reduction in the overall processing cycle time, providing the needed time required to analyze, manage and respond to CARs and NOVs; and,
- Automated workflow that replaces traditionally manual processing such as issue logging, permit searching and copying, and routing via interoffice mail.

The utility company referenced earlier receives approximately 8,000 CARs and NOVs per year, translating into an annual expense of more than \$4 million. By automating its business processes, the utility company has not only improved its working relationship with the city government, but has already realized a five month return on investment. The savings projections are estimated at up to 30 percent during the first year of the implementation alone. Key areas where process automation, has improved efficiencies include enabling the utility company to: take advantage of early payment discounts, avoid late payments and dispute unjustifiable violations. The net return is expected to result in annual savings of more than \$1.1 million.

Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner specializing in the integration of IBM FileNet products and related technologies, has become the 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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