

National Grid USA streamlines operations by migrating to one customer information system with help and industry experience from IBM.

Overview

National Grid USA

Westborough, Massachusetts,
United States
www.nationalgrid.com/usa

Industry

- Energy & utilities

Sector

- Communications

nationalgrid

“It was great to have IBM’s energy and utilities experience at hand. It really made a difference during the planning process and solution rollout. In fact, the actual conversion and execution of the Go-live plan was nearly flawless.”

—Mr. George Arno, ProjectONE director,
National Grid

National Grid USA (National Grid) powers and heats the northeastern United States by delivering electricity and natural gas to millions of businesses and residences in Massachusetts, New Hampshire, New York and Rhode Island.

Challenge

Because National Grid had acquired a number of companies in a short period of time, the utility found itself relying on disparate customer information systems (CISs). To streamline operations and improve customer service, it wanted to consolidate and support all of its CIS activities and information on one platform, starting with the New England Electric Companies and the Niagara Mohawk Power Corporation.

National Grid decided to migrate the CIS data for the New England Electric Companies to its existing Accenture Customer/1 solution and sought a systems integrator that would use best practices to efficiently and smoothly transition the utility to one CIS platform.

Solution

In September 2005, a team of 185 IBM Global Business Services experts and National Grid employees began a two-year project to consolidate the company’s CIS data to the Customer/1 platform. The IBM group was composed of members from the United States with extensive experience in the energy and utilities industry and offshore members with technical expertise. Additionally, the IBM Global Business Services group managed four subcontracting firms that had the deep level of expertise needed to scale and customize the Customer/1 solution.

In January 2008, the team rolled out the single CIS solution across the client’s four New England operating companies and Niagara Mohawk, the upstate New York operating company.

Benefits

- Transitioned seamlessly to the Customer/1 CIS platform, meeting all system performance criteria immediately following conversion
- Lowered the client’s IT costs, cut resource consumption and improved efficiency by standardizing CIS data across all current facilities
- Realizing projected business case benefits as the system becomes institutionalized



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