IntelliTect

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AVISTA®
Solution Case study

Avista engages in energy production, transmission and distribution, as well as other energy-rated activities. Avista has five strategic priorities: operational excellence, responsible resource mix, customer orientation, environmental stewardship and community partnership.

Problem

Avista wanted to create a SharePoint based site that would serve as a comprehensive customer service portal, support and encourage community engagement, and allow them to retire their numerous, and increasingly difficult to maintain, custom websites. When the consulting partner Avista had engaged failed to complete the implementation, Microsoft recommended Avista engaged IntelliTect to resolve the problems they were experiencing with their previous partner and get the site developed and deployed.

Solution

IntelliTect inherited a project, which was already over budget and failing. IntelliTect rapidly assessed the problems, and working closely with the client and Microsoft, defined a plan of attack. Using the Microsoft platform (SharePoint and BizTalk), IntelliTect established a unified enterprise platform for web content management. From the technology perspective, the new system created a standard portal with vastly improved content management, search, navigation and security that easily scales to any traffic volume. From the business and customer perspective, the new portal provides a uniformly branded and intuitive customer experience that readily adapts to all customers, from homeowners to corporate partners. Allowing Avista to use a single portal to build relationships with customers across all segments.
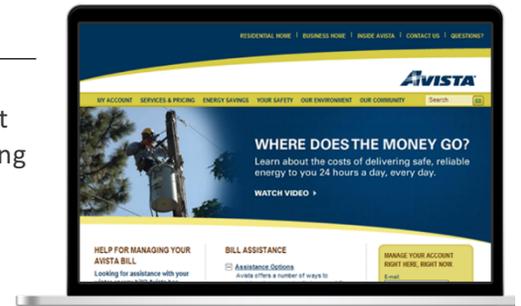
Results

Leveraging the new architecture, onshore and offshore development resources, and a close collaboration with Avista and Microsoft - IntelliTect was able to deploy the site within the time frame allotted by the client and at the same time garner awards for the site. The site became the top-ranked electric and natural gas website in North America for 2009, according to E Source, a national benchmarking service for utility and large energy users.

Avista was able to reduce annual net costs for content management and site operations, saving $411,000 in the first year alone. Operational benefits include increased process efficiency, improved employee productivity; lower mailing costs and changed customer behavior with self-service options. Self-service options allow customers to manage their accounts and communicate online.

IntelliTect

"IntelliTect's excellent skills with Microsoft technologies, very broad skill set around technology and software development, and collaborative approach were significant assets to Avista in realizing our goals."

- Pat Dever
Director Application and Systems Programming at Avista

About Avista

Founded in 1889, Avista engages in energy production, transmission and distribution, as well as other energy-rated activities.
An investor-owned utility (New York Stock Exchange ticker symbol: AVA) with annual revenues of more than $1.3 billion, Avista provides electric and natural gas service to about 481,000 customers in a service territory of more than 30,000 square miles.

Avista is headquartered in Spokane, Washington, and nearly 2,000 employees work in five western states advancing the company's five strategic priorities: operational excellence, responsible resource mix, customer orientation, environmental stewardship, and community partnership.