

# Interface and Integration Viability of External Systems

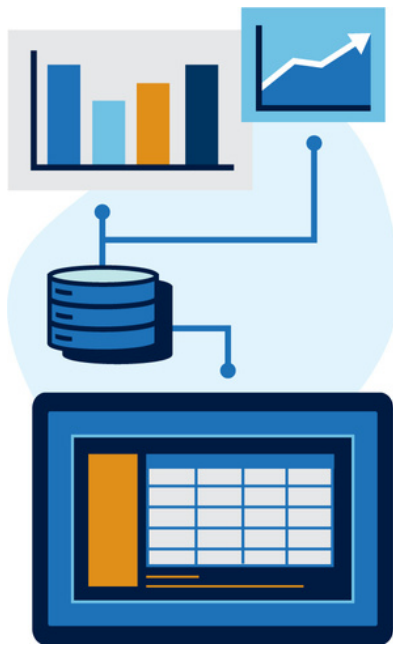
## AT A GLANCE

### Challenges

- Outdated Systems
- Complex Integration Environment
- Complicated Production Environment

### Methods

- Technical Leadership
- Agile Methodologies
- Iterative Development
- Agile Integration
- Phased Approach



## OBJECTIVES

As part of an ongoing evolution of their method for retrieving data from external systems, Avista Utilities partnered with IntelliTect to integrate their Customer Information System (CIS), work management system, and electric and gas meter application.

Avista's goal of delivering exceptional customer service and streamlining its business processes was hindered prior to their partnership with IntelliTect. Overcoming the problems of multiple outdated systems and a complex integration environment allowed the utility company to secure against data

## SOLUTIONS

Avista selected the Oracle Meter Data Management (MDM) system to integrate with the existing Oracle Customer Care and Billing (CC&B), Oracle E-Business Suite, IBM's Maximo, and Ventyx Service Suite systems. IntelliTect utilized BizTalk middleware for integration and acted as the overall system architects to make the environment seamlessly function.

Additionally, human-centered software was identified and constructed based on Avista's needs in order to handle change management in the complicated development and production environments.

## BENEFITS



### Real-time Meter Data

IntelliTect successfully launched the Oracle MDM system into the customer environment, allowing Avista to retrieve real-time meter data and facilitate workflows through the rest of the applications in the environment.



### Focus on Client Relations

The integration significantly improved Avista's ability to focus on client relations and prevent unacceptable downtime, inconsistency, and security risks.



### Long-term System Stability

IntelliTect's team continues to support Avista through integrated releases, additional architectural guidance, and module development, ensuring the operational efficiency of the system's infrastructure.

“ IntelliTect was an important partner in ensuring that Avista met our goal of continuing to deliver exceptional customer service with fully integrated systems on day one. ”

Pat Dever  
Chief Data Strategist, Avista

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