Utility Transforms Data Management and Storage with Cloud-Based Solutions

Improved data management and storage systems to streamline processes, reduce costs, and make data-driven decisions faster.

SME

Background

A medium-sized utility company that provides electricity to residential and commercial customers in a small town has been operating for over 50 years. The company has built a reputation for delivering reliable and cost-effective energy to its customers. However, in recent years, the organization has faced challenges in keeping up with the increasing demand for data storage and processing.

Problem

The data storage and processing systems used by the utility company were not up-to-date, resulting in performance issues.

Data Rich...

...but Information Poor

Manual Effort to Get the Data Out for Analysis

Frequent Server Crashes

Long Time to Insight

The servers employed by the company were sluggish and susceptible to frequent crashes, which in turn led to losses in data and downtimes.

Insufficient data storage and processing systems led to the IT team struggling to meet the demands of business analysts from various departments.

Solution

The utility company realized the need for an upgrade to its outdated data storage and processing systems to meet its growing needs. However, the upgrade process required significant time, resources, and expertise beyond its IT staff's capacity.

To solve the problem, the company partnered with SME Solutions Group, a specialized third-party provider of utility services. SME conducted a comprehensive analysis of the company's data storage and processing needs, including data volume, processing requirements, and security concerns.

Subsequently, SME recommended a cloud-based solution that met the unique needs of the company:

- scalable and could easily accommodate the growing data storage and processing requirements.
- cost-effective, as the company no longer needed to invest in expensive on-premises hardware and software.
- more secure through the implementation of strict security protocols and monitoring.

Project at a Glance

Assess and eliminate legacy data storage and processing tools because of the need to:

Reduce maintenance costs by eliminating the need for expensive on-premises hardware and software upgrades.

Streamline processes through automation, to reduce manual effort and increase efficiency.

Improve data retrieval capabilities for faster and more efficient access to information.

Similar projects resulted in a 20-30% reduction in processing time and cost.

SME collaborated closely with the company's IT staff, providing training, support, and facilitating data migration to ensure a smooth transition to the new system. Thorough testing was conducted to ensure optimal functionality and seamless integration with the company's existing software and hardware.

Results

The adoption of a cloud-based data storage system and automation technology offered considerable advantages to a certain energy company, including:

- **Enhanced Data Retrieval**: quickly access data on power generation, usage, and distribution, as well as customer data and billing information
- **Simplified Processes**: automation reduces manual effort, minimizing the chances of errors and increasing efficiency, which results in cost savings and better customer satisfaction.
- **Cost Reduction**: less expensive to maintain than the traditional data storage system, eliminating the need for additional hardware or upgrades.
- **Improved Decision-Making**: faster data retrieval and simplified processes allow utility companies to leverage data insights for faster decision-making and provide a better customer experience.