



Transforming Energy Utilities

Enacting Change to Help Businesses Run Better

Synch-Solutions' longstanding client relationships are a direct result of the investment we make in partnering with our clients to create a clear vision for success.

Synchronizing People, Processes and Technology

▶ Synch-Solutions is a management and technology services firm dedicated to helping energy utility clients chart a successful course in today's dynamic marketplace. From a macro perspective, we understand the challenges faced by these vital organizations, the risks they encounter and the economic environment in which they operate. Yet each organization has its own unique challenges and opportunities which must be factored into optimal solutions. We recognize that the value of our work lies in the synergy between the technology we implement and the unique organizational structure in which it is used.

Our success is based on close collaboration with our clients, which ensures a thorough understanding of their needs. We work with energy utilities to improve supplier- and customer-facing processes, and to tightly integrate them with the most effective technologies

The competitive landscape has radically changed in energy utilities. Nearly every facet of the business – including regulatory policy, energy sources, organizational and regional structures, and consumer expectations – have undergone massive transformation. And in the face of it all, these companies, which provide the very foundation for much of our lifestyle, must strive to continue delivering stable performance at acceptable prices.

While there are mission-critical challenges, the transformations also present many opportunities. To remain healthy, energy utilities will have to make effective strategic choices. The most successful companies will be those that can accurately predict supply, demand, and pricing trends, and can optimize all aspects of their operations. Synch-Solutions enables energy utilities to optimize operational performance through a holistic approach that aligns technology, people and processes with the strategic goals of the organization.

Implementing Proven Solutions

The Synch-Solutions Polaris Methodology is our proven approach for organizational transformation that provides the foundation for all of our consulting work. We provide a full range of technical and organizational solutions, including:

Management Consulting. We provide organizational change and development services in support of our clients' business needs, helping them to improve, optimize and integrate their processes. Our expertise includes:

- ▶ Operational Assessment
- ▶ Business Process Optimization
- ▶ Change Management
- ▶ Program and Project Management
- ▶ Quality Management

Enterprise Solutions. The Synch-Solutions team includes managers with long-tenured experience working directly for PeopleSoft. We are experts in implementing, up-grading and optimizing Oracle/PeopleSoft Enterprise solutions. Our offerings include:

- ▶ Strategy and Assessment Services
- ▶ Program and Project Management
- ▶ Functional Consulting
- ▶ Technical Consulting
- ▶ Training
- ▶ Database Administration
- ▶ Application Integration
- ▶ Portal Implementation and Maintenance

Technology Solutions. We provide a broad spectrum of development, integration and management services that improve business results, including:

- ▶ IT Strategy and Portfolio Management
- ▶ Application Development and Integration
- ▶ Infrastructure Management
- ▶ Enterprise Content Management (ECM)
- ▶ Help Desk and Support Services
- ▶ IT Enterprise Services

Industry Experience

The following are representative samples of work that Synch-Solutions has completed for energy utilities:

- ▶ For a Midwestern energy utility company seeking to develop a system to track and control software changes in its

production environment, Synch-Solutions used its Polaris Methodology as the foundation for the life cycle development of a custom Web-based application using open-source tools. We formalized requirements and scope, developed design and programming code, tested the results and rolled out the solution to eight production support teams within the organization. The new system improved compliance and reduced errors encountered in production systems.

- ▶ When an energy utility company in the Midwest faced difficulties integrating a disparate recruiting solution with the PeopleSoft ERP application, it turned to Synch-Solutions to provide an integrated recruiting solution. We replaced the existing Applicant Tracking System (ATS) with PeopleSoft Talent Acquisition Management (TAM) and Candidate Gateway (version 8.9). We successfully migrated existing data into the new system – merging candidate and employee data into a single data source – and performed Change Management services, including business readiness assessment, communication and training services, and operational and maintenance documentation. The solution streamlined and automated recruitment processes, providing recruiting workflow efficiency and improved hiring outcomes.
- ▶ Synch-Solutions contracted with an integrated energy company in the

Southern United States to enhance and develop new modules and interfaces for a BEA Weblogic Portal project. We successfully developed and integrated system enhancements that provided secure user authentication for easy access to current account information, including billings and payments, and bill payment capabilities for Web site transactions.

- ▶ Synch-Solutions was engaged by a Midwestern energy utility on a project to develop a mobile workforce solution. This solution established a critical infrastructure enabling delivery of work orders directly to appropriately skilled crews over a mobile device. Synch-Solutions led the Business Process Reengineering and Change Management workstreams. The BPR work included driving consensus through design workshops and best practice expertise, and ensuring that business units across multiple regions conformed to the new system configuration. BPR led naturally to the Change Management role, in which Synch-Solutions communicated the changes and provided training. The new system produced increases in service effectiveness and customer satisfaction with a decrease in costs.

Learn More

For more information about Synch-Solutions, call 312-252-3700 or visit www.synch-solutions.com.

ABOUT SYNCH-SOLUTIONS

Synch-Solutions is a leading management consulting and technology services firm committed to delivering business transformation solutions that elevate the value an organization brings to its entire community. We are headquartered in Chicago, Illinois.

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