



CASE STUDY:

Fusion Drives Results in Energy Sector



CHALLENGES

Electricity is a lifeline. The massive impact of an electrical disruption makes it critical for energy providers to be armed with the right technology to minimize occurrences and mitigate risk.

Seeking to update their technology per regulatory requirements, a well-known energy provider wanted to use the opportunity to do much more, such as adding functionality to optimize the overall solution and reduce costs. It was a no-brainer to trust Fusion Alliance on this business- and operations-critical initiative, as this company has been partnering with Fusion for over a decade.

IN A NUTSHELL

Running a business becomes substantially more complex when working in a regulated environment. Such is the case for this Fusion client, which owns and operates electric facilities.

When regulations required the company to change technology platforms, they knew that positioning for the future would require partnering with someone who understands more than “just” technology. They chose Fusion for our deep knowledge of:

- *The intricacies of their business*
- *Their industry sector*
- *How to navigate a highly regulated environment*

IMPACT



Enabled rapid incident response for disruptions in the power grid



Bridged complex, low-level systems with modern, technical platforms



Improved collaboration and resource sharing to increase productivity



Optimized infrastructure and utilized innovative tools to reduce costs

THE STORY BEHIND THE SOLUTION

Modernizing this company's platform was a tremendous undertaking. The organization was required to transition off the eLRS platform for utility demand response and switch to the PJM DR HUB platform, but also wanted a solution that:

1. Provided a configuration workflow that does not require code manipulation
2. Provided a vehicle for "health checks" for uptime monitoring
3. Added email notifications to enhance the system functions.

Fusion's approach was to design a configurable, resilient Windows service that would: securely communicate with PJM DR HUB, persist all messages from PJM to the file system, integrate with PJM through file drops, allow for health checks through a web service port, provide email notifications for both successes and failures, and provide logging that can be later aggregated. Fusion successfully implemented the solution before the tight deadline of the expiration of the legacy platform.

The Big Picture



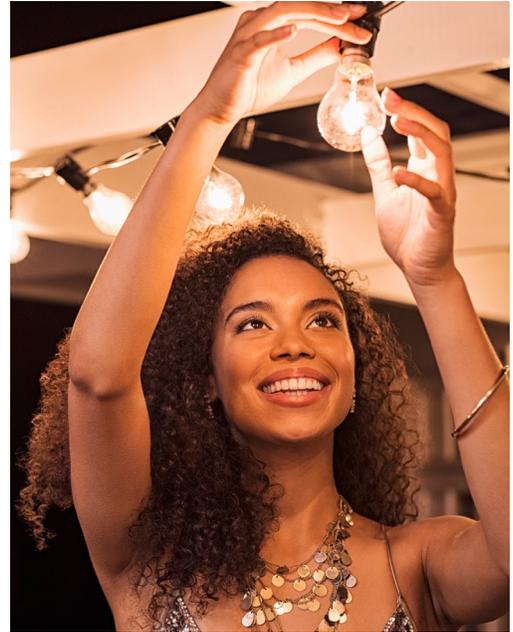
While the **results of this implemented solution were significant to the daily operations of this company, the project was indicative of something much greater** – a long-standing partnership built on industry expertise, trusted advice and a continued commitment to providing infrastructure and integration.



Over the past decade, **Fusion has partnered with this energy leader on numerous projects**, including implementing Office365, building out the server environment, building a SharePoint site, custom website work, installing Systems Center and automating support tasks, installing an Oracle ERP system, and getting a smart-meter program off the ground.

Providing Value in the Energy Space

Fusion is not new to the energy sector. We understand the intricacies of the business and how to navigate a highly regulated environment. We are experts in technology. Through work with industry leaders like this client, we are able to operate in the crossroads to provide reliable solutions that impact millions.



About the Client

This corporation is a wholesale supplier of power and related services, with customers in states along the east coast and Midwest.

Fusion Alliance



Fusion Alliance delivers actionable insights, customer experiences and human-driven technologies that transform the way our clients envision and shape their businesses.

That's why businesses across multiple industries have relied on Fusion's expertise and partnership for over 25 years. Fusion Alliance is the catalyst that moves your ideas to execution.

LEARN MORE



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