

# Technology Transformation Energizes Integrays

**Capgemini helps Integrays implement Oracle PeopleSoft 9, and standardize business processes across merged business units to help the energy group reduce operating costs**

## The Situation

Integrays Energy Group (NYSE: TEG) is a holding company focused on regulated and non-regulated energy delivery in the United States.

The company wanted to gain efficiencies through standardizing business processes on a common Enterprise Resource Planning (ERP) system. With the objective of migrating operations from SAP and a non-supported version of Oracle PeopleSoft to the current version of PeopleSoft, as well as migrating to a new hardware platform, Integrays chartered a significant initiative to upgrade its systems.

Capgemini was selected to help Integrays with the technology transformation.

## The Solution

The team from Capgemini provided a compelling business case for Integrays by leveraging Capgemini's Accelerated Solutions Environment (ASE) methodology, documenting full investment payback through software-driven business process improvements, technical upgrade benefits, and the elimination of hundreds of customizations.

In addition to the PeopleSoft 9.0 implementation, Capgemini helped Integrays migrate its technical architecture to Unix Servers and the Oracle Database from the previous Mainframe/DB2 environment.

### The Result

IntegrYS expects to achieve significant tangible benefits as well as soft benefits over the next five years. The majority of the financial payback will be achieved through considerable spend reductions in supplies, inventory and equipment, enabled by the strategic sourcing and procurement improvements provided in the new software solution. Other financial benefits will be achieved through productivity improvements that enable IntegrYS to reduce headcount via natural attrition.

Over the long-term, these benefits will enable IntegrYS to operate more efficiently, something its customers really appreciate.

### How IntegrYS and Capgemini Worked Together

Capgemini and IntegrYS carefully developed and documented a business case which demonstrated a payback over five years. The quality of the business case, which was developed using the ASE methodology contributed greatly to the Capgemini team gaining the IntegrYS board's approval for the full scope of the implementation work. One of the key objectives of the project was to integrate IntegrYS' operations, which are carried out through dual headquarter locations. Using the ASE and employing principles of Capgemini's Collaborative Business Experience™, the project team demonstrated that it could help bring the two organizations together.

### Integration of a joint IntegrYS/ Capgemini project team

Together, Capgemini and IntegrYS project managers worked closely to inspire teamwork among the jointly staffed project team. Through collaboration and disciplined application of the Capgemini implementation methodology, the team performed extremely well across the functional and technical elements of the project. The team committed itself to

the schedule and solution, and delivered the project on time and on budget.

### Coordinated joint development and a tailored solution

The total development effort was divided equally between IntegrYS and Capgemini with an offshore team performing the majority of the development activities. Each offshore developed included a detailed knowledge transfer review with the IntegrYS development team to ensure continuity of long-term support.

The onshore and offshore teams, drawing on extensive experience in implementing PeopleSoft applications, designed and implemented a utility industry specific chart of accounts structure to address FERC/PUC regulatory requirements, GAAP/SEC reporting requirements, as well as internal management/line of business requirements, reducing software customizations and streamlining report maintenance. The team worked closely with business and technology stakeholders from IntegrYS to ensure that every

phase of the project went smoothly and addressed some of the critical needs of the company's eight-year-old PeopleSoft 8 system, which was heavily customized, and not effectively supporting the new IntegrYS way of doing business.

### Team experience helps address project complexity

The PeopleSoft 9.0 implementation was necessary to meet various business requirements for future projects and to reduce operating costs. The project timeline spanned 18 months from inception to go-live, and 21 months through post production support.

The concurrent migration of technical architecture to Unix Servers and the Oracle Database from the previous Mainframe/DB2 environment added to the overall complexity of the project. Coordinating and integrating these two concurrent projects with their many interdependencies required a carefully detailed plan, joint project and issue management throughout the entire project timeline.



### About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called

Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion and employs over 112,000 people worldwide.

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