

PROLIFICS INDUSTRY SOLUTIONS :  
**SOA, PORTAL AND SECURITY SOLUTIONS**  
FOR THE UTILITIES INDUSTRY

**Prolifics' SOA, Portal and Security Solutions** have helped corporations within the utilities industry such as ISO New England, American Water and Aqua America to improve operations, security, reliability and customer service while facing external pressures such as rising energy costs.

Whether to “keep the lights on” or “get a drink of water” Prolifics has delivered solutions to provide utility employees with accurate, secure and consistent information, enabling them to dispatch service units more quickly and efficiently, and better serve customers while minimizing risk. Information gathered from the field can be updated across systems in real time, eliminating the manual data-transfer processes that could impede growth and customer service.

**Using SOA technology**, one utility was able to implement a mobile workforce management system that lets crews track service orders, fill out time sheets, locate other co-op vehicles and review service orders, all from their trucks.

**Using Portal technology**, one utility was able to implement an employee portal that served as a consolidated access point for email, calendars, content management, documents, and management dashboards and provided access to field service personnel using mobile devices.

**Using Security technology**, one utility was able to implement a single sign-on solution that provides secure access, centralized auditing and second factor authentication, enabling tracking capabilities and bringing the control room closer to full compliance.

#### About Prolifics

Founded in 1978, Prolifics is the largest systems integrator specializing in IBM technologies, having garnered awards for technical excellence across IBM's entire software portfolio, including the 2010 IBM's Best Industry Portal and IBM's Outstanding SOA Solution. A Premier Level IBM Business Partner, Prolifics provides expert services including architectural advisement, design, development, and deployment of end-to-end SOA, Portal and Security solutions. In 2008, Prolifics joined with SemanticSpace Technologies and Arsin Corporation to form SemanticSpace Group - expanding its global presence and offerings. Prolifics has serviced more than 3,000 customers worldwide across a broad range of industries. For more information, visit [www.prolifics.com](http://www.prolifics.com).



#### Solutions for the Utilities Industry:

- ◆ **SOA Architecture** – Integration is a top priority for companies today, yielding tremendous business benefits - from operational efficiencies to value-chain integration to improved customer loyalty. An SOA architecture optimizing business processes can enable your business to be more adaptable to changing business demands.
- ◆ **Portal Solutions** – Ranging from employee portals to a partner extranet to customer self service to executive dashboards, a portal offers a unified, personalized and collaborative experience for both employees and customers that will streamline your business and improve your customer and partner experiences.
- ◆ **Security Services** – Securing and monitoring a smart grid involves managing risk across all components - from the central power station through the network of substations to house meters. With sophisticated policies in place, you are able to patrol the health and performance of power grids.

**Prolifics**®



A SEMANTICSPACE COMPANY

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SOLVING BUSINESS PROBLEMS WITH TECHNOLOGY SOLUTIONS SINCE 1978

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