

PROLIFICS INDUSTRY SOLUTIONS :
SOA AND PORTAL APPLICATIONS
FOR THE UTILITIES INDUSTRY

Prolifics' SOA and Portal Solutions

have helped corporations within the utilities industry such as Southside Electric Cooperative and Aqua America to improve operations, 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 and consistent information, enabling them to dispatch service units more quickly and efficiently, and better serve customers. 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.

"Thanks to IBM, Prolifics and Qualcomm, our SOA and integrated mobile data solution bringing the office and field together is the single most important business improvement we have worked on in the 20 years I have been here." - Linda Easter Davis, Information Systems Supervisor, Southside Electric Cooperative

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.

About Prolifics

Founded in 1978, Prolifics is the largest systems integrator specializing in IBM technologies and is the 2010 Winner of IBM's Best End-user Portal Solution and Best Industry Portal Solution Awards and two-time Winner of the Overall Technical Excellence Award. Prolifics specializes in delivering end-to-end SOA solutions, content and collaborative portals, business intelligence dashboards, data cleansing strategies and security models. A Premier Level IBM Business Partner, Prolifics brings highly specialized skills to all aspects of the full project lifecycle including architectural advisement, design, development through deployment, administration and training. Prolifics has serviced more than 3,000 customers worldwide across a broad range of industries. For more information, visit 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.
- ◆ **SOA and XML Appliances** – SOA appliances such as IBM WebSphere DataPower are easy-to-deploy network devices that ensure the security of XML and Web services transactions and serve as a gateway to legacy systems. Key features such as encryption help meet government regulations including Payment Card Industry (PCI) compliance.



SOLVING BUSINESS PROBLEMS WITH TECHNOLOGY SOLUTIONS SINCE 1978

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