

Utility Advanced Analytics Doesn't Require A Huge Staff



One FTE Will Do

A Utility Industry White Paper



Don't Let Your Advanced Analytics Go To Waste On The Shelf

Quite a few utilities have acquired various Business Intelligence & Advanced Analytics (BI/AA) packages over the past few years, but too many of those packages are sitting on shelves because of internal company issues rather than problems with the systems. This problem seems to be particularly acute among smaller utilities with limited staffs, but also occurs when larger utilities install the BI/AA packages in only one division or one area of the company.

The problem of inadequate BI/AA usage becomes particularly acute when a limited staff—which can often be just one person at many smaller utilities—doesn't have all the skills and experience necessary to keep such a sophisticated system running at optimal level. When that happens, the business isn't provided with the vital information it needs to save money and operate at its highest efficiency. Or, as often is the case, the BI/AA information doesn't reach all departments and all managers. Business Intelligence was not designed to operate in silos, it must be implemented business-wide in order to provide the greatest benefit to the utility.

Some other utilities have installed advanced analytics packages and created a small army of staff around them, but the business still becomes frustrated because the deliverables are not what was expected, or promised. What happens is that IT response becomes slow and various business groups, in frustration, go back to using Excel spreadsheets and data marts, losing the very substantial advantages of having business intelligence & advanced analytics in the first place.

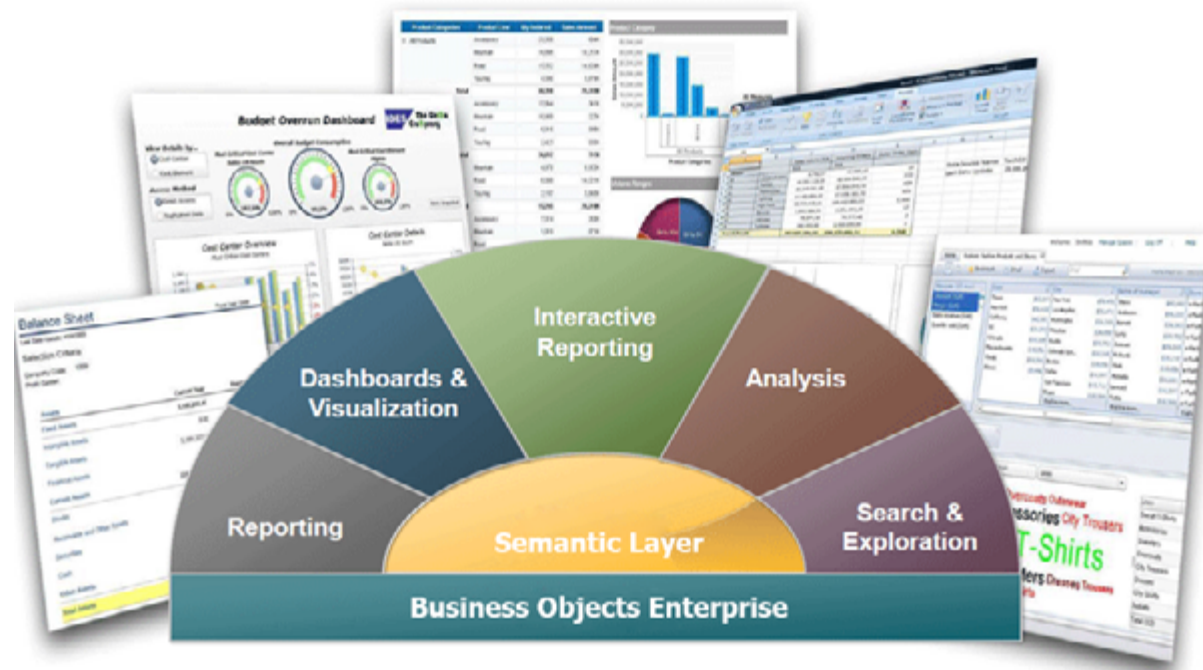
None of these frustrations are necessary; it is actually quite possible to operate a highly effective business intelligence

function without adding a large and expensive staff. Metro Resources Inc. specializes in these kinds of installations where the results are impressive, functional and useful, but without the large and expensive staffs. In fact, it is quite possible for a utility, in co-operation with Metro Resources, to operate a highly effective BI/AA system with One Full-Time Equivalent (FTE). BI@S, Business Intelligence as Service, a division of Metro Resources, offers just such a system that represents simple, flexible and scalable analytics that can be used to actually benefit the business, not just sit on a shelf.

This system can be installed as a service from Metro Resources with the equivalent--and the equivalent cost--of just one additional FTE.

Metro, through its BI@S system (Business Intelligence As Service) provides highly skilled and proficient experts in all areas of business intelligence & advanced analytics, at a cost-equivalent of one FTE for the utility. And, the utility doesn't have to pay for the benefit packages, retirement, taxes, and of the other requirements of having one on-staff FTE. The utility does acquire the attention of BI/AA experts to work with in-house staff to provide fully functional, state-of-the-art, utility wide BI/AA. Savings, from advanced analytics to a utility's business of keeping the lights on or the water or gas flowing, likely will more than pay for the additional FTE equivalent of expertise that Metro provides. That expertise will be drawn from our offices worldwide, bringing the experts of various aspects of BI/AA to your utility and your needs.

In Addition To Expertise, Metro Resources Inc. Brings A Proven Methodology To Your Needs



A utility that works with Metro Resources gains the advantage of a methodology that works while remaining flexible enough to meet the analytics needs of individual customers.

That methodology can include the following, although it will be customized and adjusted to meet your individual needs and requirements:

- Propose onsite reporting trial
- Define the scope of trial
- Perform trial over a period of two months
- Implement into production within one additional month
- Subscribe to the monthly service
- Perform on-site requirements workshop
- Integrate to additional data sources
- Roll out dashboards and reports
- Provide data analysis

As part of this methodology, Metro Resources brings to bear extensive utility expertise and incorporates the necessary local considerations. Such considerations can include the utility's complete customer base, and multiple legacy systems

Many utilities find it difficult to provide analytics to business managers with their current staffing levels, and they are also customer-to-employee ratio sensitive. Concerns around data source re-connections when implementing new systems are important. Costs, timing, and business analytics disruptions must be minimized.

Analytics Must Be Tailored To The Individual Utility's Concerns

An analytics firm should be able to benchmark current processes before systems implementation. This requires knowledge of and expertise in:

- Business reporting requirements and top down BI design should be constant regardless of back end systems (and changes to systems).
- High level stakeholders should be able to see value and ROI quickly
- Financials are a piece of the reporting scope so should not be gating the deliver of value in BI for:
 - o Executives
 - o Asset management
 - o Billing and Revenue Assurance
 - o Outage management
 - o Operations

BIAS analytics service allows parallel analytics implementation along with other systems, such as financials. Analytics should be across all services

and not dependent on one system in one business unit. Metro's BIAS analytics solution is flexible and allows for upgrades and changes to source systems (while management and regulatory reporting is static). Support for BIAS is provided from our Business Objects Center of Excellence in Virginia, USA.

The following graphics outline the level of support available for BIAS clients working with Metro Resources:

Support Level	Application Maintenance per cluster
<p>5 x 10 Support 5 days, 10 hours/day Support</p> <p>Monday - Friday 8am EDT to 6pm EDT</p>	<p>BO Development:</p> <ul style="list-style-type: none"> •Fix test identified and assign production issues •BI@S available daily to refine existing reports and develop new when not fixing production issues <p>BO Application Maintenance:</p> <ul style="list-style-type: none"> •Basis and database administration •Security and roles, •Migration from DEV to PRD •Housekeeping for all developments •Performance tuning <p>Tier I helpdesk managed by utility Tier II and III Support managed by BI@S</p>

Task	Application/SLA
Access to Technical Support	Phone, Chat, Email, Live Screen Sharing
Support Hours	5 day, 10 hours a day support Monday to Friday 8am EDT to 6pm EDT
Named Contacts	2
Response Time	1 Hour
Architecture Support	Application Architecture
Best Practice Guidance	YES
Client-Side Diagnostic Tools	YES
Direct Routing to Senior Support Engineers	YES
3rd Party Software Support	YES
Issue Resolution: SEV-A-BOBJ-CRITICAL	<1 Day
Issue Resolution: SEV-B-BOBJ-HIGH	<3 Day
Issue Resolution: SEV-C-BOBJ-MEDIUM	<1 Week
Issue Resolution: SEV-D-BOBJ-LOW	<4 Weeks

Although larger utilities often can afford the staff to implement and use a full AA/BI system, smaller utilities often need help. That is why Metro Resources created BIAS, a system that operates in the cloud with full world-wide support capabilities. Metro Resources can help smaller utilities with either on-site or cloud installations of the AA/BI system still bringing those worldwide resources to the table. Get in touch with us today and let us show you how to bring world-class analytics and business intelligence to your large or small utility at a fraction of the cost of operating, maintaining and getting the benefits from AA/BI with entirely in-house resources.

Visit us today at www.metroresourcesinc.com or www.mybias.com or (571) 970-3791 or info@metroresourcesinc.com. You need to bring your utility, large or small into the world of advanced analytics to deal with all the changes coming down the pike! You can do so by having the equivalent of one FTE if that FTE represents the full worldwide resources of Metro Resources Inc./BI@S.

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