



The Energy Reliability Council of Texas, Inc. (ERCOT) manages a major portion of the state's electric power grid, ensuring the reliable transmission of electricity in Texas.



Case Study: Energy Reliability Company of Texas, Inc. (ERCOT)

Business Challenge

In 2002, the state restructured its \$16 billion electricity industry so most individuals and corporations could choose their power supplier. With this change, ERCOT took on the additional role of overseeing the transactions that result from the restructuring and serves as the registration agent for the entire state of Texas.

Using a centralized set of computer systems, ERCOT processes all enrollment requests initiated by retail electric providers (REPs) and ensures that customers' information is conveyed in a timely manner to all necessary parties including REPs, transmission and/or distribution service providers (TDSPs), ERCOT and others.

Previously, transaction processing was spread across multiple systems on multiple technical platforms. As a result, it was difficult for ERCOT to identify failed transactions and monitor the health of its systems.

The Solution

To address these issues, ERCOT and Hitachi Consulting designed and implemented a transaction tracking system that provides visibility to market transactions using a J2EE/Oracle framework.

The system extracts data from a number of ERCOT's operational systems and provides a "near real-time," single-source, end-to-end view of market transactions.

The system includes:

- A flexible interface that allows users to view, download or batch transaction information
- Pre-defined transaction views to address typical issues in transaction processing
- An integrated data repository for ad-hoc queries
- The ability to process, manage and store multiple terabytes of data, maintaining 24 months of history

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Business Benefits

The transaction tracking system was developed and rolled out in less than six months, and it has measurably improved ERCOT's transaction processing with greater speed, efficiency and visibility.

Among the benefits the application provides ERCOT and other market participants are:

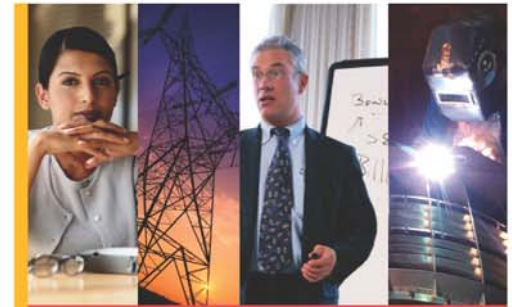
- Improved ability to quickly identify and resolve problems
- Increased efficiency in researching and resolving exceptions
- Greater visibility to overall market performance
- Improved external visibility of transactions

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"Hitachi Consulting works closely with us to provide a system that allows quick and accurate access to transaction data and that makes the analyst's job easier. They've become a key part of our team, helping us to optimize our processes and grow as the Texas Market evolves."

— Rob Connell, Director, Project Management



About Hitachi Consulting

As Hitachi, Ltd.'s (NYSE: HIT) global consulting company, Hitachi Consulting is a recognized leader in delivering proven business and IT solutions to Global 2000 companies across many industries. We leverage decades of business process, vertical industry, and leading-edge technology experience to understand each company's unique business needs. From business strategy development through application deployment, our consultants are committed to helping clients quickly realize measurable business value and achieve sustainable ROI.

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