



## Major Midwest Energy Company Energizes Its Enterprise with New ERP Solution

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## Case Study: ONEOK, Inc.

ONEOK, Inc. (NYSE: OKE), a Fortune 500 company based in Tulsa, Oklahoma, is a large, diversified energy corporation with an asset stronghold that lies across the prolific Mid-Continent region of the United States. Midstream acquisitions have moved ONEOK into the top 10 nationally for natural gas liquids production. Its marketing efforts reach more than 28 states, and the company is a key player in the retail natural gas markets in Oklahoma and Kansas.

### Business Challenge

As with many companies, ONEOK operated its corporate infrastructure on a variety of nonintegrated systems. Consequently, consolidation of the enterprise's information was an intensely manual process. The IT department was saddled with supporting multiple platforms, while the reporting tools and level of detailed data available did not meet the needs of its users. With aggressive growth through acquisitions, this problem was even more critical as ONEOK sought to assimilate an even more diverse technology set. Senior management recognized that the existing financial and human resource applications were inadequate to support existing operations or to provide the flexibility for future growth.

### The Solution

Hitachi Consulting delivered a total solution to meet ONEOK's ERP needs. A full suite of integrated services, from strategy and technology selection through implementation and delivery, allowed ONEOK to realize measurable business benefits from the new solution and begin seeing a return on investment in minimum time. Through its unique Knowledge-Driven Consulting® model, Hitachi Consulting has worked with ONEOK on a number of engagements, focusing on delivering business results and driving knowledge transfer, throughout.

*"Hitachi Consulting has become more than a vendor or solutions provider for ONEOK. They've become a trusted advisor that we look to engage in future projects and IT strategy situations as our business continues to evolve and grow."*

Charles Moore, CIO, ONEOK

## Case Study: ONEOK, Inc.

### Business Benefits

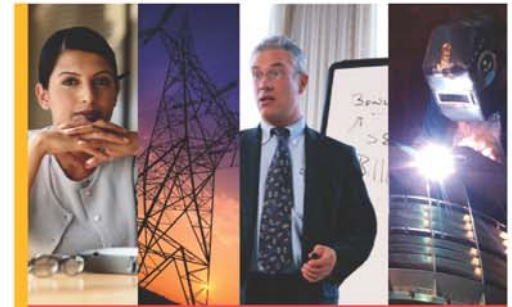
ONEOK selected Hitachi Consulting to assess the situation and make recommendations on IT strategy and technology. It realized that establishing the proper foundation, taking into account current and future needs, was essential to the success of the transformation of its IT infrastructure. Over a three-month period, Hitachi Consulting conducted an analysis of ONEOK's infrastructure with particular emphasis on its Financials solution. Based on the analysis, ONEOK selected a solution incorporating Oracle11i to meet its needs. Management at ONEOK was so impressed with the thoroughness and business understanding the Hitachi Consulting team brought to the engagement, that upon accepting the results of the analysis, ONEOK engaged Hitachi Consulting to implement its new IT infrastructure.

*"ONEOK is creating a dynamic structure, and that means it is evolving and changing to create new opportunities for shareholders, employees and customers. We needed an application plan and strategy to support and enable these changes. Hitachi Consulting provided some of the guidance needed to accomplish this."*

Charles Moore, CIO, ONEOK

The transition to a single, corporate platform was a major step forward for ONEOK, but it was not without risk. ONEOK would be one of the first Oracle 11i implementations. To best mitigate that risk, Hitachi Consulting included experts from Oracle Consulting as part of the design and implementation team. The project proceeded through finalization of requirements, the implementation of the solution, and the conversion of data from many software legacy systems and vendors such as Clarus, American Software and Integral. The ERP solution addresses general ledger, accounts receivable, accounts payable, budget, purchasing, inventory, project accounting, fixed assets and plant accounting to optimize ONEOK's asset management and cash flow. Also included in this transformation are employee benefits, self-service, time management, payroll, human resources and training.

The resulting solution has simplified ONEOK's IT infrastructure allowing the company to be more responsive to the business needs of all internal business units. It also provides the platform for future growth and better management of the entire business.



### 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.

Hitachi Consulting's client base includes nearly 30 percent of the Fortune 100 as well as many leading mid-market companies. We offer a client-focused, collaborative approach and transfer knowledge to our clients throughout each engagement. For more information, call 877-664-0010 or visit [www.hitachiconsulting.com](http://www.hitachiconsulting.com)

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