An IT Transformation for Power Outage Management

Case Study

Cisco® Data Virtualization helps Long Island Power Authority gain productivity and reduce costs while modernizing IT infrastructure.

EXECUTIVE SUMMARY

Long Island Power Authority

- Energy
- Uniondale, New York
- 100 – 125 employees

Business Challenge

- Enable faster, more accurate data access to support a new storm process and power outage management system to help enhance employee efficiency

Network Solution

- Cisco Information Server to create a single source of truth in which users can easily access the most updated and accurate data

Business Results

- Enterprise-level system supporting regulatory, compliance, and reporting with real-time updates
- Three year project completed in less than 12 months
- 150 percent improvement in outage location accuracy
- 50 percent faster data integration

Business Challenge

Hurricane Sandy left roughly 90 percent of Long Island Power Authority's (LIPA's) 1.1 million customers without power. The recovery has been the slowest on Long Island. Many customers were without electricity for weeks after power was restored to most of New York City and other parts of the metropolitan area. As a result customers, municipalities, and the business stakeholders demanded faster, more responsive engagement with accurate information. To better serve its customers, LIPA needed to develop a plan for a new storm process with a supporting power outage management system. At the heart of this effort was the transformation of the IT infrastructure.

To implement the new process, the project team needed to upgrade dozens of interfaces from multiple generations of technology. Mainframe applications were over 20 years old. Countless copies of data left users wondering what information was accurate. Hurricane Sandy revealed the weakness in this complexity. When the power went out, LIPA experienced significant issues delivering outage information due to middleware and interface performance and reliability during the stresses of the storm.

Connecting hundreds of mismatched components and data models, not to mention licensing costs and unsupported software, was complicating architectures and support plans in the new data centers. LIPA needed to modernize its IT infrastructure and deliver a transformational storm process.

Network Solution

Modernizing and restructuring the infrastructure with an enterprise approach (compared to a silo approach) was the only way to meet the business requirements. However, this meant that LIPA had to find productivity gains and cost savings to stay within its budget. LIPA selected the Cisco Information Server, the foundation of the Cisco Data Virtualization suite, for its data federation, query optimization, and

enterprise data-sharing capabilities.

With Cisco technology, the team can query all types of data across its network as if it were in one place. LIPA used Cisco Data Virtualization technology to streamline interfaces and data movement. Following this enterprise approach, legacy reporting and data analysis applications were replaced with an enterprise business intelligence system featuring self-service capabilities for customers.

The team used Cisco Plan and Build Services for Data Virtualization for services, such as training and migration. This Cisco solution provided confidence and productivity gains to accelerate the integration of new technologies and make the project come together on budget and on schedule.

Business Results

Selecting Cisco Data Virtualization greatly reduced system complexity and improved performance and reliability. With the Cisco support, LIPA stayed within an incredibly compressed deliverable timeline. The real-time predictive modeling updates give LIPA the technological advantage. LIPA's old mainframe was a batch-oriented model, dependent on crews surveying affected areas with operators transferring the power outage information to the system. Now, LIPA is backed by a geospatial electric connectivity network, which brings actionable knowledge of outage extent and repair in real time, improving customer service.

The combination of Cisco technology and support enabled a transformational business and IT effort. Highlights include:

- Enterprise-level system that meets the needs of operational and regulatory reporting, as well as serving the real-time needs of customers
- 3 year project completed in less than 12 months
- 150 percent improvement in outage location accuracy
- 50 percent faster data integration

For More Information

To learn more about Cisco Data Virtualization visit http://www.cisco.com/go/datavirtualization.

Services List

Cisco Data Virtualization Suite

Americas Headquarters
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San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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