

# PACIFICORP

## SPENDING TIME ON DATA ANALYSIS, NOT REPORT PREPARATION

### QUICK FACTS

**Industry**

Utilities

**Revenue**

US\$4.3 billion

**Employees**

6,470

**Headquarters**

Portland, Oregon

**Web Site**

www.pacificorp.com

**SAP® Solution and Services**

SAP NetWeaver® Business Warehouse component

**Implementation Partner**

Sapient Corporation

**Key Challenges**

- Adhere to stringent, multilevel reporting requirements
- Fulfill increased reporting requirements despite resource constraints
- Accelerate the generation of complex reports and make sure of their accuracy
- Distill key results from massive amounts of data
- Provide time to improve quality through analysis

**Implementation Best Practices**

- Included personnel from business units who dedicated significant time to the project
- Developed project blueprint to force strategic thinking about the long-term data model
- Focused on understanding links to data sources
- Took care to identify system solutions to replace manual tasks

**Financial and Strategic Benefits**

- Increased time spent analyzing data rather than collecting it
- Provided business units with better access to financial and jurisdictional data
- Gave data owners more direct management and oversight, leading to better data quality and integrity

**Why SAP Was Selected**

- Tight integration with SAP® software already in place to run the business
- Ability to handle enormous amounts of data
- Fast, accurate report generation functionality

**Low Total Cost of Ownership**

- Took advantage of existing data models
- Modernized hardware platforms to accomplish more with less

PacifiCorp is a major electricity utility serving 6 western states. To fulfill regulatory requirements and justify the rates it charges customers, the firm needed to speed up the delivery of many complex reports. As the basis for this, PacifiCorp selected the SAP NetWeaver® Business Warehouse component, which is allowing the firm to generate highly accurate reports in a fraction of the time of the past, allowing for more analysis of results and improving quality.

**Operational Benefits**

| Key Performance Indicator           | Impact |
|-------------------------------------|--------|
| Data collection and upload time     | -65%   |
| Cycle time for regulatory reporting | -80%   |
| Data reconciliation time            | -95%   |



“SAP NetWeaver Business Warehouse allows us to streamline our reporting processes despite the inherent complexity of regulatory requirements.”

Eric Miller, SAP NetWeaver Business Warehouse Component Development Manager, PacifiCorp

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PacifiCorp is one of the lowest-cost electricity producers in the United States, providing reliable, efficient energy to more than 1.7 million customers in Oregon, Washington, California, Utah, Idaho, and Wyoming.

Like all electric power utilities, PacifiCorp has to manage massive databases about its operations and use them to generate a wide variety of reports for federal, state, and local regulators. These reports include financial data such as capital assets, operating costs, and infrastructure investments. Reports are also generated to track compliance with environmental mandates such as monitoring dam and river levels, tracking spills and other incidents, and monitoring the actions taken. Timely, accurate reporting is essential not only to maintain compliance but also to justify the rates PacifiCorp charges its customers. Delays and errors can slow down processes for rate increase approvals and jeopardize their chances of success. “Regulatory processes are our revenue stream,” says Eric Miller, SAP NetWeaver Business Warehouse component development manager for PacifiCorp.

### FERC Data Quality Project Capitalizes on Tight Integration

PacifiCorp recognized that the quality and effectiveness of these reports depends on making certain that its personnel have sufficient time to analyze them properly,

which required the utility to find a way to cut the amount of time spent preparing them.

To provide higher-quality, more-accurate data for reporting purposes much more quickly, PacifiCorp created a sophisticated new data model to integrate its costs, compliance, and profitability information. Since the company’s operations are overseen by the Federal Energy Regulatory Commission (FERC), along with individual state regulatory commissions, PacifiCorp dubbed the project “FERC Data Quality” and gave it the charter of reengineering the processes surrounding the collection and reporting of data to improve efficiency and accuracy, and doing so in an extensible way so that the solution could scale for many years to come.

As the basis for this project PacifiCorp selected the SAP NetWeaver® Business Warehouse (SAP NetWeaver BW) component, the natural choice because of its tight integration with the utility’s core SAP applications.

### PacifiCorp Boosts Report Quality, Integrity, and Timeliness

The FERC Data Quality project was an enormous undertaking that spanned two years, but it was time extremely well spent. With its new reporting system, PacifiCorp has improved data quality and integrity while achieving greater visibility into business data. Whereas in the past it

took three or four days to collect, upload, and validate data, information is now automatically uploaded nightly to SAP NetWeaver BW and is ready to support queries the next day. PacifiCorp is delivering reports far faster than ever before and has more time for analysis of ways to improve the data’s overall quality and usefulness. Jurisdictional reporting now takes just one day instead of five, and the time spent every month on data reconciliation with core SAP software is down from twenty hours to one. PacifiCorp’s business units have better access to financial and jurisdictional data. The system provides data owners with more direct management and oversight, which leads to better data quality and integrity.

In short, PacifiCorp succeeded in creating a sophisticated data model that allows SAP NetWeaver BW to function as an integrated software system for all jurisdictional data that could affect the utility’s costs, compliance, and profitability.

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