

CUSTOMER	One of the Largest West Coast IOUs
DESCRIPTION	A leading utility provider on the west coast
CUSTOMER SINCE	2017
MARKET	Energy & Utility
LOCATIONS	West Coast
RESPONSIBILITY	<p>Serves:</p> <ul style="list-style-type: none">• 950,000 customers• 2 million people• 51 cities
CHALLENGE	<ul style="list-style-type: none">• Unify 12 separate control rooms each operating on separate secure networks and systems• Build a centralized, mission-critical operations facility• Integrate grid management, cybersecurity, emergency response and more, enhancing operational reliability, security, and efficiency to better serve customers
SOLUTION	After a thorough evaluation, the utility concluded vis/ability was the <i>only</i> software platform that met all their operational and security requirements
RESULT	<ul style="list-style-type: none">• An Integrated Operations Center (IOC) that centralizes mission critical functions to enhance resilience and security• Serve as utility's nerve center that unifies management of power plants, energy storage, energy storage, transmission and distribution lines, energy trading, emergency operations, meteorology and other essential functions• All essential functions under one highly secure network• Previously siloed business units now work side by side, enabling seamless collaboration and consistent operations• Reduced workload on IT Staff through streamlined systems