



FirstEnergy Corp.
Akron, OH
www.firstenergycorp.com

Industry:

Utilities

Annual Revenue:

\$12 billion

Employees:

13,400

Oracle Products & Services:

Oracle Database

Oracle Partner:



Autodesk, Inc.
www.autodesk.com

“We’ve seen a notable return on investment thanks to Oracle and Autodesk GIS Design Server. Our conversion from paper is saving us considerable amounts each year.” – Jim Sears, Manager, Engineering Services, Cleveland Electric Illuminating, a FirstEnergy Company

FirstEnergy Corp. Shows Notable ROI With Geographic Information System

FirstEnergy Corp. is a diversified energy company headquartered in Akron, Ohio. Its subsidiaries and affiliates are involved in the generation, transmission, and distribution of electricity, as well as energy management and other energy-related services. Its seven electric utility operating companies comprise the nation’s fifth largest investor-owned electric system, serving 4.5 million customers in Ohio, Pennsylvania, and New Jersey. The company’s FirstEnergy Telecom Services subsidiary builds, operates, and controls telecommunications systems.

Challenges

- Increase operational efficiency and reduce response time for customer requests
- Eliminate paper-based information exchange and replace it with enterprise Geographic Information System (GIS) technology
- Align a recently acquired electric utility’s GIS with FirstEnergy’s enterprise systems

Solution

- Implemented Oracle Database and Autodesk GIS Design Server to create a system to house and distribute GIS information—yielding considerable annual savings
- Increased quality and speed of data provided to field staff and customers with real-time, electronic facility records
- Increased scalability, allowing the company to take full advantage of industry standards using fewer resources
- Improved FirstEnergy’s ability to manage revenue by tracking joint-use facilities, including locations of third-party cable and phone lines
- Improved operational efficiency by enabling service technicians and engineers to quickly access facility records, generate the maps they need, and update the system with new information as designs are completed
- Gained the ability to automatically track each stage of a project, so engineers can see how their designs will be impacted by other pending projects in the system