



Skagerak Energi
Porsgrunn, Norway
www.skagerakerenergi.no

Industry:

Utilities

Annual Revenue:

US\$300 million

Employees:

501 to 1,999

Oracle Products & Services:

Oracle Application Server
Oracle BPEL Process Manager
Oracle Web Services Manager

“We needed a standardized way of integrating applications so we could continue to build new services for our customers. Oracle provided this for us.”

– Anders Omdal, Information Technology Consultant, Skagerak Energi

Skagerak Energi Revamps System to Offer Innovative Services for Its Customers

Skagerak Energi is a major energy supplier in Norway. It has 176,000 grid customers and produces 5,000 gigawatt hours of power annually. By reading electricity meters automatically via general packet radio service (GPRS), it is able to offer its customers innovative new services such as billing based on actual hourly consumption in the period.

Challenges

- Integrate new meters and GPRS units from Skagerak’s telecommunications partners with its own IT solutions
- Coordinate job order systems, creating a single, unified process for the company’s installation subcontractors
- Integrate automatically read meter data with Skagerak’s existing billing systems
- Adopt a service-oriented architecture (SOA) and build a platform capable of integrating new applications and processes over time

Solution

- Implemented Oracle Application Server and Oracle BPEL Process Manager 10g, enabling Skagerak to integrate all internal and external operations on a single, standardized service-oriented architecture (SOA)
- Used Oracle BPEL Process Manager and Oracle Application Server to handle applications integration and process flow
- Monitored and detected problem situations with Oracle BPEL Process Manager, allowing the company to react quickly and to adopt manual processes when needed
- Used the standardized process flows of the Oracle solution to transfer meter data from its telecommunications partners and direct it to the proper billing systems
- Leveraged the system to develop new service concepts for its customers, generating the potential for new revenue streams and raising customer satisfaction