

Enable Online Application Submissions & Case Management with Burntsand Portal Solution Case study

Company:

Burntsand Inc.

www.burntsand.com

Vertical Industry:

Energy, Utilities

Segment

Midmarket

Software & Services

Pivotal CRM and Pivotal e-Service

HP/Tower Software TRIM Context RDMS

HP/Tower Software TRIM Webdrawer

Microsoft Windows Server 2003
Oracle Database 10i

Situation – Old Paper Based System with no upgradeability or central repository for case information

One of Ontario's largest utility regulators had an outdated paper based application systems. Licensees submitted applications to the Board in paper format organized in multiple binders and typically in triplicate. At the Board, the administrative staff would photocopy these applications for distribution to the Case team. A basic case management system tracked the case number and some activities associated with the case.

The Board wanted to implement standard activities associated with the type of Application and produce more timely reports on case status. Activities were entered manually into the old system with limited controls for data standards. The end result was inaccurate or out-dated reporting.

Case information was captured in multiple spreadsheets, paper files and network drives which reduced efficiency in understanding case status.

Solution – Burntsand's team implemented a single web based self service repository

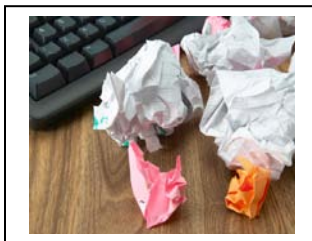
Burntsand configured and implemented its ReMS framework developed on the Pivotal CRM platform, providing the Board with a single common repository for contacts, organizations (applicants and licensees) and case data. The solution included system-generated case activities and audit tracking, desktop dashboards, and ad hoc and custom reporting.

Additionally, Case Management functionality provided a single access to case information and case documents where previously these were separate environments.

Additional enhanced functionality included a secure website where applicants and participants could submit supporting material and access Case information (such as other participants and case status) and documents

Benefits – Online processing reduces paper and gives instant access

- **Reduced 'paper' processing for managing and reviewing case material.** The Board no longer photocopies the binders for each member of the Case team; rather team members view documentation and update case information from a single point of access.
- **Information Available Online:** External stakeholders (case participants) have 24x7 access to Case information and documentation and are able to submit their material electronically on an on-demand basis such as during the hearing.



About Burntsand

Burntsand is a leader in the delivery of technology consulting services for customers with complex information processing and information management requirements in three practice areas - Enterprise Content Management, Collaboration and Service Management - aligned around our strategic partners, EMC, Microsoft and BMC. The Company delivers strategic design, technology architecture and custom application development through our proven Time-to-Value methodology, which mitigates business risk and speeds process improvements and returns. Headquartered in Toronto, Burntsand operates from locations across North America. The Company's shares (TSX: BRT) are traded on the Toronto Stock Exchange. Learn more about Burntsand at www.burntsand.com.