



Industry Vertical

Energy and Utilities

Benefits

From AdminCentral

- ❖ Pepco Holdings was able to perform administration and monitoring of the entire Self-service infrastructure and applications on a daily basis.
- ❖ By doing so, Pepco Holdings was able to identify and mitigate problems and failures, thus improving the fault management.
- ❖ Its advanced Business Rule Management feature offered Pepco the option of scheduling, filtering or prioritizing messages, or executing user defined actions such as failover recovery, when needed.

From InstaAlert

- ❖ Through its open-standard based data collection interface, Pepco Holdings monitored all the custom logs generated at runtime by the self-service applications.

Real Soft's AdminCentral and InstaAlert help Pepco Holdings augment defense mechanisms to ensure efficient customer service

Customer background

Tepco Holdings Inc. (PHI) is one of the largest energy delivery companies in the Mid-Atlantic region, serving about 1.8 million customers in Delaware, the District of Columbia, Maryland, New Jersey and Virginia. PHI subsidiaries Pepco, Delmarva Power and Atlantic City Electric provide regulated electricity service; Delmarva Power also provides natural gas service. PHI provides competitive wholesale generation services through Conectiv Energy and retail energy products and services through Pepco Energy Services.

Business challenge

Pepco Holdings runs a Contact center powered by multiple Avaya IR's and Nuance TTS Servers. The challenges for the Pepco Holdings Contact Center Staff were:

- ❖ To administer and monitor the entire Self-service infrastructure and applications from a central location
- ❖ To proactively identify problems with the existing infrastructure and enhance its performance.
- ❖ To initiate business continuity measures, and ensure a more responsive customer service.

Solution requirements

Pepco Holdings required a centralized administration and monitoring tool to ensure high availability of their self service infrastructure and applications that maximized the value of the company's existing communications infrastructure and ensured ROI. Pepco holdings did not want to purchase proprietary hardware and wanted the solution to be open-standards based. Finally, Pepco Holdings required the products and applications to have a history of successful deployments. Real Soft's AdminCentral and InstaAlert met the criteria and were chosen for deployment.

Key capabilities of the products

Real Soft's AdminCentral is a J2EE compliant application that enables remote administration and monitoring of Avaya IR speech applications, from a single, centrally located workstation. AdminCentral uses industry standard SNMP protocol for fault reporting, configuration and proactive monitoring of voice Applications and platforms. It also provides call detail reports, application usage data, configuration management control, and real-time and historic surveillance of the IVR's performance.

With an easy to use GUI, AdminCentral can be accessed from any web browser. It allows administrators and production staff to proactively identify issues with the self-service infrastructure and application performance.

Real Soft's InstaAlert features an intelligent Notification Engine that provides event-based and time-based notifications that support multiple devices and communication channels such as email, telephone and pager. It also includes a web based repository for all notifications with support for rules-based and end-user defined tasks and actions.

About Real Soft

Real Soft Inc. is a United States-based global provider of information technology solutions. Headquartered in Cranbury, New Jersey and with its offshore center-of-excellence located in India, Real Soft provides "follow the sun" support and services. Since 1991, Real Soft has been delivering exceptional value to many Fortune-500 companies. Real Soft is ISO 9001:2000 certified and has obtained SEI-CMM Level 4 compliance.

Real Soft's Speech Enterprise Solutions (SES) Practice provides expertise in Interactive Voice Response (IVR), Customer Relationship Management (CRM), TDM and IP Based Voice Platforms, Computer Telephony Integration (CTI) and Advanced Speech Recognition (ASR). Real Soft's technology and IT services expertise caters to the requirements of the BFSI, Telecom, Retail, Government and Life Sciences verticals.

For more information about Real Soft Inc., please log on to <http://avaya.realsoftinc.com> or e-mail: marketing@realsoftinc.com

Application Re-engineering / Enhancement | Application Development & Maintenance | System Integration | Legacy Modernization
| Speech Enterprise Solutions | Custom Product Development

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