



CASE STUDY

FORTIS ONTARIO

FortisOntario

Streamlined billing with CxLink ABAP nets 40% in annual savings for FortisOntario

Cost savings supports the company purpose of superior financial performance, enabling stronger focus on service delivery and local community engagement.

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Overview

The emphasis that FortisOntario places on service delivery and support of the communities it serves is clear across virtually every page of the energy delivery company's website. It is in the energy delivery business, operating in defined areas in Canada's largest and most populous province.

And since it operates as a regulated electric utility, the nature of its business begins with owning and operating infrastructure that safely and reliably distributes electric service to its customers. But FortisOntario's concept of service certainly doesn't end there.

With operations spread across three distinct operating electric grids, they are connected by 3,500km of power lines that serve a combined 68,000 customers located in Fort Erie, Port Colborne, Cornwall, Gananoque and the Algoma District of Northern Ontario.

As all regulated utilities do, FortisOntario issues monthly invoices to its customers, which end up totaling well more

than 50,000 each month. So, the billing function became a mammoth task they sought to manage in-house, with integration to their new self-service portal for enhanced customer interaction. To get to that goal, the company chose to implement the CxLink ABAP Line, a solution developed by Syntax department and certified by both SAP and AWS, for this purpose.



Addressing Challenges Smartly

The FortisOntario IT team, which facilitated the company and its distributions' daily operations through the on-premise SAP IS-U utility industry solution, identified a need to overhaul the legacy invoice issuance process. They envisioned enabling the company to issue invoices internally, thus improving customer interactions, enhancing system reliability, significantly reducing costs, and integrating seamlessly with user-friendly customer tools such as the self-service portal. The ultimate goal was to develop a comprehensive internally managed service where PDF invoices generated by SAP IS-U Billing are stored securely and made accessible to customers.

Crafting Customer-centric Solutions

To enable the transition to in-house administration, FortisOntario needed to rethink its document management strategy. They decided to migrate their SAP Content Server to the AWS cloud for enhanced flexibility, scalability, and agility to accommodate large volumes of documents. The integration to Amazon S3 services via the cutting-edge CxLink ABAP Line, developed by Syntax, streamlined the process.



Geoff Visentin, Manager of Information Technology at FortisOntario, appreciated the efficiencies of utilizing a ready-to-deploy add-on such as Syntax's, which lowered total development and integration costs. This solution extended the functionality of FortisOntario's SAP systems into the AWS storage service, facilitating document and data archival through the SAP Archivelink interface at considerably lower costs and higher reliability. This intensive transition process was completed within days with Syntax's unwavering support, transforming FortisOntario's vision into reality in just a few weeks.

Experiencing the Benefits

The solution has resulted in considerable cost savings for FortisOntario, with document storage on AWS costing as little as approximately \$0.50 per month. This shift to an 'in-house' solution not only led to tremendous control over the billing process but also ensured high data availability.

The introduction of the self-service portal where customers can monitor their electricity usage, view payments, and access stored invoices is highly appreciated. The massive reduction in cost is another significant highlight, with the e-billing solution saving around 40% annually compared to the legacy solution, and the savings expected to grow as more customers opt for paperless invoicing.

Envisioning the Future

Given the success FortisOntario has had with CxLink ABAP with both significant cost savings and service improvements, FortisOntario is exploring other capabilities of the CxLink ABAP Line, in addition to other Syntax offerings. One possibility is to move the archiving function of their business data to AWS using CxLink ABAP. In addition, they are

evaluating plans at some point in the near future to migrate their SAP environment to the AWS cloud from where their current environment is hosted.

Looking further out into future, the prospect of continually expanding horizons toward cost reduction, improved control, and enhanced customer experience are important ways that FortisOntario can continue to support its commitment to connect, support, and serve all of its communities to deliver a cleaner energy future.



"We hope to see a significant cost reduction when opting for this 'in-house' solution, and also greater reliability and control over our document storage."

Geoff Visentin
Manager of Information Technology, FortisOntario



How Syntax's CxLink ABAP Might Work for You

Consider all the ways your operation depends on well-functioning document management and/or data management and you can begin to appreciate the possibilities with CxLink ABAP.

This unique product line is an SAP-Certified add-on that has been designed to extend your SAP applications to cloud native technologies for Document Management, SAP Data Archiving, and SAP Data Extraction to AWS Data Lakes.

Visit our Syntax [CxLink Solution's page](#) learn more.



ABOUT SYNTAX

Syntax provides comprehensive technology solutions as a trusted global advisor and application-management services to power businesses' mission critical applications in the cloud.

With 50 years of experience, 700+ customers, and nearly 2,000 employees around the world, Syntax has deep expertise in implementing and managing ERP and other applications deployments in secure private, public, and hybrid environments. Syntax partners with SAP, Oracle, JD Edwards, AWS, Microsoft, and other global technology leaders to ensure customers' applications are seamless, secure, and at the forefront of enterprise technology innovation.

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