

Grays Harbor PUD employs TechTell services for critical element monitoring; from SCADA Device Communications to Servers

Summary

TechTell enables a Washington State Public Utility District to monitor critical business applications and business processes to ensure maximum uptime and performance. TechTell has a breadth of experience working with PUD's; PUD's continue to be one of TechTell's core portfolio clients.

Client Company Background

Grays Harbor PUD (GH PUD) is a Washington State provider of residential, commercial, and industrial electric energy services. GH PUD is also working in the areas of telecommunications, and alternative energies. GH PUD 2004 revenues exceeded \$100 million. Created by the citizens, and served locally by elected officials, Grays Harbor PUD is an innovative organization focused on improving the local environment, providing quality services at affordable prices, and maintaining fiscal responsibility.

Business Challenge

Grays Harbor PUD understood early on the importance of network monitoring in accordance with their quality of service philosophy. For GH PUD this includes fault and performance monitoring of; Substation Communications, Routers, Switches, Wireless and Microwave Networks, SCADA Device Communications, Servers (Accounting, Outlook Web Access, PeopleSoft) and Environmental elements (commercial, generator, and UPS power, temperature and humidity levels).

GH PUD was seeking a solution that was comprehensive, scalable, reliable, and fiscally sound to address the budget consequences many PUD's continue to face due to the increased cost of power and diminished operating budgets in recent years. After evaluating multiple network monitoring options, GH PUD decided that an outsourced solution with a 24x7 NOC was best suited. This would afford their organization maximum reliability at substantially reduced costs relative to an in-house solution that would increase training and staffing levels on an on-going basis.

Solution & Process

Working over the phone, as well as on-site, TechTell professionals enabled GH PUD with a fully functional monitoring solution. In addition, monitoring elements continue to be installed on an on-going basis as the needs of GH PUD expand.

The solution process began with a phone consultation between TechTell engineers and GH PUD's IT team to understand their needs and map pertinent network information. TechTell engineers next configured one M5500 and two M2500 hardware appliances to suit GH PUD's needs and visited GH PUD's facilities for an on-site implementation followed with a remote test from TechTell's NOC. Upon the final step of collecting contact, alarm, and client dictated escalation information, GH PUD's monitoring solution was live. In closing, TechTell provided company training of the T'aira web-based software reporting application, and alarm process protocols.

Solution Overview

Company:

Grays Harbor PUD
Aberdeen WA
www.ghpud.org

Company Profile:

Washington State Public Utility District provider of Energy and Telecommunication Services

Business Challenge:

- Maximize IT uptime
- Limited NOC knowledge
- 24x7 monitor needs
- Avoid \$1.5 million proprietary NOC facility investment and \$700,000 annual operating overhead

TechTell Solution

- M5500 & M2500 (2) Monitoring Appliance
- T'aira Software
- 24x7 Element Monitoring
- Alarm Alerting and Escalation

Benefits:

- 24x7 Staffed NOC Monitoring
- Live Call Resolution
- Outsourced Costs

Monitored Elements

- SCADA Device Comm.
- Substation Communications
- Routers & Switches
- Wireless and Microwave Networks
- Servers
- Environmental

Customer Testimonial:

"We went through the typical growing pains, but the staff at TechTell went out of their way to help us get through them. Their services are now an integral part of our IT system and our telecommunications system"

- Rob Hanny
IT Manager
Grays Harbor PUD No.1