

Utility Industry Snapshot

Protect Utility Information
Within Enterprise Content Management Systems

- Ensure information integrity and authenticity
- Recover complex objects on demand
- Enable regulatory compliance



Within the utility and energy industries, globalization and deregulation have created dynamic, highly competitive environments in which timely and accurate information is critical for capitalizing on market opportunities as quickly as possible. These organizations are leveraging enterprise content management (ECM) systems to maximize productivity, lower operational costs and ensure access to information in order to optimize fiscal performance and reduce industry and regulatory penalties such as plant shutdowns.

Ensuring ECM Excellence

Like all public companies, to best serve their stock holders and public constituents, power producers must ensure business continuity and mitigate operational risks by adopting proven technologies that enable the preservation and recoverability of the complex information generated within their ECM systems.

CYA helps utility companies ensure that ECM system assets essential to optimal fiscal performance and operational efficiency are safeguarded against 80% of information loss*. With CYA SmartRecovery™, companies can:

- Safeguard complex lifecycle information against logical failures such as programmatic and operational errors, malfeasance, deletions and viruses by ensuring its validity and recoverability.
- Enable rapid response to audits, inspections and/or eDiscovery by capturing and recovering one, many, or thousands of authentic files (objects) on demand.
- Reduce data loss windows to within 15 minutes to more easily comply with mandates from the EPA and other regulatory bodies.

Protect Your Assets

CYA protects all types of files within ECM, including but not exclusive to:

- CAD and engineering drawings
- Contracts; customer and corporate records
- Facility/asset management documents
- Human resources files
- Email; document and plant lifecycle management information
- Electrical and process flow diagrams
- Standard operating procedures and specifications
- Incident and inspection reports
- ISO procedures and testing certificates
- Accounting transactions

CYA SmartRecovery™
Enables Compliance

...with information recovery and business continuity mandates unique to the utility industry, as well as general regulatory frameworks:

- Governmental Accounting Standards Board (GASB) Statement No. 34
- North American Electric Reliability Council (NERC) 1200 (1216.1)
- Federal Energy Regulatory Commission (FERC) RM01-12-00 (Appendix G)
- North American Electric Reliability Council (NERC) Security Guidelines for the Electricity Sector
- Occupational Safety and Health Administration (OSHA) regulation 1910.119 designating Process Safety Management (PSM)
- ISO 9000
- Sarbanes-Oxley (SOX), Section 404
- The Securities and Exchange Commission (SEC), Section 17a-4

Source: Gartner

ECM Repositories
Supported

- IBM FileNet P8
- EMC Documentum

*Various sources including AIIM International, Strategic Research, Symantec, IBM and EMC

Based on varied requirements and penalties, organizations must be prepared to quickly and easily access and recover authentic information to meet daily operational demands such as business continuity needs, inspections and eDiscovery. Organizations are forced to prepare for every information loss scenario, knowing that even a single incident can cause a breach of a government or industry regulation – resulting in potential product waste, plant shutdowns, regulatory fines, or even legal action. Failure to preserve information can significantly hamper fiscal performance—or worse—result in jail time for corporate officers.

Real World Impacts of Logical Information Loss		
Organization	Fortune 200 West Coast Utility Conglomerate	UK-Based Subsidiary of Global Civil Engineering Firm
Logical loss incident	Unable to file compliance- and tax-related materials due to inaccessible information caused by “unknown” metadata inconsistencies.	Administrator accidentally deletes 8,500 complex subcontractor bids related to the construction of an industrial city out of a repository production folder, immediately rendering thousands of related objects corrupt and inaccessible.
Impact of loss without CYA	Delayed IRS filings with fines of \$1 million which diminish shareholder value and degrade fiscal performance.	All bidding processes are halted while contractor restores documents only – no lifecycle information - from tape and has subcontractors resubmit bids. Progress is delayed for more than 12 months, resulting in the loss of millions of dollars of business.
Future protection and recovery with CYA	The organization now leverages CYA SmartRecovery to recover from all instances of logical loss and corruption, enabling it to generate and file reports on time, maintain compliance and mitigate financial penalties.	CYA SmartRecovery is now protecting the contractor against future data loss incidents by providing granular recovery of folders as well as individual objects and metadata – in minutes with no application downtime.
Growing confidence with CYA	The corporate counsel group has expanded use of CYA SmartRecovery to encompass repositories serving the corporate tax, legal counsel, and regulatory filings departments. The information in all of these repositories falls under compliance mandates related to the SEC, FERC and Sarbanes-Oxley.	Acknowledging the financial and regulatory risks to all ECM repositories supporting 7x24 operations, the group has created an ECM Center of Excellence that includes CYA SmartRecovery.

“A recovery strategy for ECM should include the ability to recover from incidents of logical information loss. Companies with traditional disaster recovery solutions for ECM often possess a false sense of recovery, and don’t realize that if files are inadvertently deleted or corrupted within their ECM system the solution for recovery is to bring the entire system down and restore from the last full backup” **said Laura DuBois, Research Director, Storage Software, IDC.** “CYA SmartRecovery empowers organizations to recover quickly and easily from partial information loss by locating content and its metadata, restoring them to their original state while the system stays online, and compressing the data loss window.”