

## Case Study: OFGEM

### Client

OFGEM regulates the gas and electricity industry in Great Britain. OFGEM's aim is to promote and protect the interests of gas and electricity customers. As part of this role, OFGEM licenses and monitors gas and electricity companies and takes action necessary to ensure compliance. OFGEM promotes and regulates competition by setting price controls where the competition is not effective.

### Challenge

OFGEM's IT department is a part of the operations directorate. They are responsible for supporting and managing IT services of OFGEM as a whole. While there is a purchasing department, IT procurements are done by the IT department. There is a designated IT procurement officer for this purpose who works in close coordination with the IT staff in deciding the details of the services to be purchased. OFGEM wanted to implement an automated IT Procurement and Administration System (IPAS) to assist the procurement officer and the IT staff in regulating and tracking the procurement process. The IPAS solution needed to integrate with OFGEM's existing IT infrastructure and allow the procurement officer the ability to request, analyze, place orders and track quotes. This needed to allow the definition of contracts and their renewal stages.

### Solution

After the initial study for IPAS, ISHIR identified the system requirements and then the entire project was executed at ISHIR's offshore development center. The system modules included:

- Master & Basic Data Setup
- Audit & Security Module
- Procurement & Workflow Module
- Budget & Approval Module
- Contracts & SLA Management Module
- Software Licensing & System Tracking Module
- Financial Year Budgeting & Closing Module
- Digital Administrator Dashboard
- Quotation Analysis Module
- Reporting

### Results

OFGEM has seen its procurement process become more efficient and effective, especially in managing, tracking and monitoring purchases. IPAS has translated into reduced costs and improved procurement activity. The new system now provides vital information to the procurement offices, enables faster, better service and optimizes decision-making.

### Technology

The solution was developed on Microsoft .NET technology with ASP.NET, C#, XML, and was built on Windows 2003 Server and using Microsoft SQL Server 2000 as a database.