

Axway 5 Suite for Utilities

Govern the flow of data to simplify compliance, improve efficiency and drive innovation



For more than 15 years, Axway has been helping the Utilities industry adapt and thrive in an environment of ever-changing business challenges and consumer demands, technologies and interoperability standards, and industry and regulatory requirements.

Over the next decade, the Utilities landscape will be reshaped by a gradual shift from fossil fuels to cleaner energy; smart-grid technologies that invite the convergence of Telcos, IT and power supplies; and pressure from consumers and legislators to provide affordable and reliable electricity and fuel. These market and technology drivers will be accompanied by increases in competition, policies and regulations, mergers and acquisitions, and interdependence among different electricity and gas infrastructures.

To meet these challenges, utilities will need to be able to integrate a combination of internal and external entities, the cloud, mobile devices, the Internet of Things, and big data. And they will require a modern way to efficiently and securely govern the data flows that drive critical business processes and interactions throughout their ecosystems.

For example, 21st-century utilities will need systems that support:

- Cross-partner processes that comply with industry standards such as those adopted by ENTSOG.
- Mergers and acquisitions that require consolidation of B2B platforms into a centralized solution that meets regulatory, security and scalability demands.
- Smart grids, smart meters and technician and customer mobile enablement.
- Big, high-volume and high-velocity data that strain information systems and jeopardize Service Level Agreements (SLAs).
- Heightened security measures required to prevent cyber attacks that can cripple critical infrastructure, and to safeguard data flows between on-premise and cloud-based applications.



Axway 5 Suite

Axway 5 Suite can help you meet these requirements by giving you the ability to integrate and govern the flow of data to simplify compliance, improve efficiency and drive innovation.

It provides the capabilities you need to deliver new web, cloud and mobile services via APIs, streamline data exchange with your partner and regulator community via managed file transfer and B2B integration, and ensure SLA and regulatory compliance with complete visibility and control.

And it does it all in a single, integrated solution.

Enable secure web, cloud and mobile services with Axway 5 Suite API solutions

Axway 5 Suite provides easy-to-use, secure, robust and proven API solutions for enabling web services and cloud and mobile applications.

With Axway API Gateway, you can:

- Unlock previously trapped information and use it to provide added value for partners, customers, employees and the general public.
- Easily re-use web services in different applications, simplifying and industrializing the process of generating apps.
- Automate processes, eliminating the need to develop specific code to open up new services to external users.
- Be more agile, so you can react more quickly to changes in the market and differentiate your company from the competition.

For example, you can:

- Provide customers with access to online self-service functions, so they can check their energy consumption, access invoices, manage contracts and use smart-home services.
- Enable partners to provide information on charging points for electric vehicles and make this data available to the general public.
- Enable employees to access internal applications, such as trouble ticket, service call and project/time tracking systems.
- Enable hybrid integration between your on-premise customer support systems and your cloud CRM to gain a 360° view of a customer.



Smart grid infrastructure modernization

Looking ahead, Axway 5 Suite can help you provide ubiquitous, reliable and reasonably priced energy to consumers as you modernize your infrastructure to include smart meters and smart-grid technologies. Using Axway API Gateway, you can govern the flow of data required to deliver and price energy based on consumption behaviors and choices.

Govern the flow of data across your partner community with Axway 5 Suite B2B solutions

Data that arrives late or with inaccuracies or other defects will hit you where it hurts — on the top and the bottom lines. What happens if you can't meet your SLAs or a partner or customer receives the wrong information? How long will it be before you start to lose credibility?

By removing the complexity and cost of tracking and controlling data on its journey from the outside, into and throughout the enterprise, and back out to external communities, Axway B2B solutions give you the power to capitalize on the inherent value of your business information. You can:

- Seamlessly integrate EDI, XML and other data flows with entities outside of your enterprise, including suppliers, customers, financial institutions and regulatory bodies, as well as companies you need to integrate following a merger or acquisition.
- See what's happening with each trading partner and point of delivery, quickly get invoice data into your systems, and optimize ordering by pinpointing where data isn't matching physical reality.
- Create a WebEDI portal or single-window community infrastructure to optimize order-to-cash, procurement, eInvoicing, and other multi-enterprise business processes for your trading ecosystem.
- Improve governance and visibility by centrally defining and enforcing policies that secure data in motion and at rest, simplify regulatory compliance, and enable both business and IT users to proactively manage and analyze all of the different types of interactions that occur within your B2B community. When data moves into, out of, or within your business systems, the right people will know about it — whether they're located at a plant, a regional accounting center, or corporate headquarters.



Secure and manage all types of file exchange with Axway 5 Suite Managed File Transfer (MFT) solutions

Axway MFT solutions provide start-to-finish visibility and policy-based governance for secure, auditable, and easy-to-manage Business-to-Business (B2B), Application-to-Application (A2A), Machine-to-Machine (M2M) and ad-hoc file exchange within existing infrastructures.

With the ability to govern the flow of data inside your enterprise, along your supply chain, and throughout your trading community, you can:

- **Secure and manage file exchange** between functional areas within the organization (i.e., multi-site corporate-to-station communications) and with external suppliers, distributors and customers. Automated data updates provide the business intelligence required to optimize pricing and inventory control, and adapt more rapidly to changing market conditions.
- **Prevent data losses and protect intellectual property.** Safeguard all company, customer and partner information against both external hackers and accidental dissemination from inside your organization. Axway protects automated data exchanges and ad hoc file transfers between people, including very large CAD/CAM files, seismic and exploratory maps, marketing and advertising graphics, and legal documents related to M&A.
- **Comply with government and industry regulations.** Axway provides granular visibility into file movement and access as information travels from internal systems out to the world and back again, so you can guard against cyber threats, audit and report on aggregated usage data, and ensure compliance with a host of security and reliability-intensive measures such as GADS, and regulation authorities such as NERC.
- **Deliver high-volume files accurately, securely and on time to meet stringent SLAs.** Prevent late, failed or inaccurate delivery of statements, usage data and other critical files that can jeopardize your SLAs, your compliance initiatives and your business relationships. Axway can also help you streamline and secure day-to-day operations that involve sensitive data, including treasury, HR and payroll information.



Customer Success: Major European natural gas supplier Gassco ensures the flow of business-critical messages with Axway B2Bi

Gassco transports natural gas throughout Europe using an integrated system that includes nearly 8,000 kilometers of high-pressure pipes, four riser platforms, two processing plants, and receiving terminals in four countries. When it came time to modernize its business-critical IT infrastructure, the company selected Axway B2Bi.

Serving as an integration broker, Axway B2Bi has the critical job of sending and receiving all messages from gas buyers and sellers securely and reliably, 24/7. These messages tell the terminals how much gas is going to be delivered, which is essential to the smooth operation and financial health of the company.

Implementation was done in three phases — two pilot phases followed by full-scale deployment.

- **Mapping migration** — The first step was to convert 130 existing mappings to B2Bi, a process that went very smoothly. The general rule is that a new mapping takes five days, whereas a migrated mapping takes about half that time. By this measure alone, Gassco realized a 50% savings in migration time.
- **Format and content verification** — The next step was to run all production messages in a separate, parallel system to check the format and content of the messages, make sure they were identical and verify they were correctly loaded into back-end systems. The team also converted all historic messages to the B2Bi solution — several million messages in all.
- **Big-bang rollout** — To prepare for the full-scale deployment, Gassco ran several training sessions with its database, network and firewall people, and external B2Bi resources. After running both systems in parallel for a few months, they took a “big bang” approach to completely switch to Axway B2Bi.

Today, Gassco works with more than 100 external partners and uses 120 mapping formats. Axway B2Bi traffic is currently 2,000 messages per day and growing constantly as new shippers are added to the system. Message formats include TEXT and EDIG@S XML; communication protocols include SMTP, AS2 and FTP. Axway B2Bi easily handles these volumes, formats and protocols, and is designed to grow with the business.

Key benefits:

- A central dashboard for end-to-end system governance and message monitoring, troubleshooting and error tracking
- Easy integration with back-end systems via APIs
- Scalability of message volume, message formats and communication protocols
- High ROI through mapping efficiencies
- Better communication among sites and simplified disaster recovery procedures

“I know the total number of messages, how many have errors, what is going in and out for each communications protocol, and the percentage of in-house versus external messages. The dashboard also shows which partners’ messages have errors, so we can address them easily. Axway helps us extract data and provide feedback to our partners. It acts like a business intelligence tool—a data mining solution”

“We now have a single, common solution, rather than several systems. The interface to the database has been significantly improved, and it’s now easy to synchronize the backup site. System availability is much better with B2Bi, and reliability is better as well.”

Arne Ferkingstad
B2Bi Production Manager, Gassco



It's all about the customer

"I think it's crucial to govern the flow of the data, not only from a risk-management and fraud-detection point of view, but also to optimize the quality of service and end-user experience. It's all about the customer."

Menno Abbink
Senior Enterprise Architect, CIO Office
Essent

Are you facing the same challenges as your Utilities industry counterparts?

Chief Architect — You want to secure IT services access via mobile devices to employees (including field personnel), customers (for activities such as monitoring smart meters and paying bills), partners (for logging instances and track-service requests), and the public (to allow them to locate charging stations for electric cars or track construction projects).

IT Manager, Cloud Platform — You have developed a cloud hosting platform for major applications and need to secure all transactions from the remaining on-premise applications to the hosted applications to avoid breaking business processes.

Head of Enterprise Information Architecture — You want a repeatable and fast way to transfer and integrate financial, payroll, and other critical data following mergers and acquisitions.

Customer Success:**Essent, a leading producer of sustainable energy uses Axway API Gateway to govern the flow of data on the edge, securing web APIs and mobile applications**

One of Europe's largest energy companies and a leading producer of sustainable energy, Essent provides two million private and business customers with gas, electricity, heat and energy services. Continuing a 150-year tradition of innovation, it uses Axway 5 Suite to enable services for partners, customers, employees and the public over the Internet and through mobile apps.

Essent uses Axway API Gateway as a web and mobile API, and implements four security patterns, one for each of type of user. Acting as a "single front door" and the first line of defense, Axway API Gateway enables Essent to deliver:

- **Online business services** — All two million customers can manage their utility contracts online using the Customer Self-Service Portal. The portal contains about 140 web services, providing an end-to-end self-service capability. The underlying web APIs can be reused as needed for other applications, enabling Essent to react quickly to market trends with a multitude of web-based apps for its marketing activities, all of which can use the same "API backplane" enabled by the Axway API Gateway.
- **Mobile applications** — Four mobile applications are available from the iTunes App Store and Google Play. These apps use Axway API Gateway as a secure environment in which customers can log onto back-end systems to retrieve and modify their information.
- **Multi-platform platforms** — Essent uses Axway API Gateway as the underlying API layer for multiple platforms (web APIs and mobile apps) and multiple types of user communications (B2B and B2C). For example, Essent obtains data from partners regarding the availability of electric vehicle charging points, and provides this information to the general public, either via web services or mobile apps.

Axway API Gateway will soon enable access to services via social media sites such as Facebook and Twitter, an online payment app, and smart metering with self-service monitoring via a mobile app.

In its next major IT initiative, Essent will deploy a virtual data center in the cloud that utilizes Axway API Gateway's elastic scaling capabilities and further reduces time to market for customer-facing services.



Learn more

To discover how Axway 5 Suite can help you govern the flow of data in order to simplify compliance, improve efficiency and drive innovation, visit www.axway.com.

Trade Partner Application Manager —

Due to new legal regulations, you are required to connect to new partners seamlessly. You need a centralized B2B Gateway solution that allows you to monitor SLAs, and is scalable and reliable enough to handle high volumes in an active/active setup.

Chief Security Officer — Your infrastructure is undergoing a wholesale technology update that creates security vulnerabilities, while you also face new mandates to address cybersecurity threats to critical infrastructure in a deregulated environment.

Smart Grid Gateway Manager — You need to implement a secure and versatile gateway to manage the data flows coming from smart meters as well as other sensors on your smart grid. The gateway must interface and integrate with your meter data management system.



