

# CASE STUDY

Iroquois achieves superior business performance with web applications  
Infosys solutions simplify invoicing and data management



**Infosys**  
*be more*

## Infosys solutions simplify invoicing and data management

Iroquois Gas Transmission is a partnership of US and Canadian energy companies that operates an interstate natural gas pipeline. The company sought to capitalize on technology and upgrade its IT systems to better serve customers and stakeholders. Iroquois identified several focus areas to enhance business performance and partnered with Infosys to implement technology solutions.

### Speed, simplicity and accuracy

Iroquois OnLine (IOL), an application for customers of the company's gas transmission offerings, is the primary interface for customer transactions. The legacy application, built on the PowerBuilder platform, required Citrix for external user access. Customers faced several issues with the system: it required customer's IT support to install software on their desktops, inconsistent connectivity, difficulty in printing local

reports, inability to save output in Adobe Portable Document Format (pdf) and the absence of a user-friendly interface.

Infosys reengineered IOL using a web-based framework. Our development team maintained the original design and structure of the legacy application to ensure continuity in application usage by users. The web solution removed the requirement for any client installed software, provided convenient printing as well as a 'save' feature in diverse or higher formats. We transformed the user experience by incorporating functionalities such as a tabbed screen for smoother navigation, a collapsible tree view menu, advanced sorting, and collapsible panels.

An independent third party survey of gas transportation system users stated that Iroquois "exceeded industry benchmark status" in the regional pipeline category. The survey ranked the efficacy of Iroquois'

revamped application highly: 99% of users voted 4-5 on availability, 95% ranked IOL 4-5 on speed, 95% voted 4-5 on connectivity, and 89% ranked it 4-5 on user friendliness. The survey result was based on interviews with industrials, local distribution companies, independent power producers, producers and marketers.

"The IOL survey results were excellent. In every area, we scored at least 10% over the previous survey. The scores and feedback reflect that Iroquois customers are pleased with the IOL web application."

- Lisa Krohne, Business Lead, Iroquois

### Solution highlights



**99% of users voted IOL 4-5 on availability**



**95% ranked 4-5 on speed**



**95% voted 4-5 on connectivity**



**89% ranked 4-5 on user friendliness**



## Automated invoice generation

Iroquois Gas Invoicing (IGI), an application to calculate and generate invoices for customers based on IOL data, was struggling with a growing number of invoices to produce each cycle and with users experiencing similar issues plaguing the legacy IOL system. The invoicing system required a long run time, data generation required human intervention as well as multiple iterations, and collaboration between multiple users.

Infosys reengineered the application, streamlined or automated business processes, and created two new

processes to deliver superior application performance. The online component of the application was transitioned from PowerBuilder base to a web solution. The invoice batch process was transitioned from PowerBuilder to Microsoft .NET Framework while integrating it with the legacy invoice reporting system. We also reduced user interfacing to avoid toggling between multiple screens by stakeholders.

The Infosys team rewrote the business logic for the invoicing process, resulting in a 50% reduction in the time required

to produce the mass invoice calculation and a 90% reduction in the time required to produce a single invoice calculation. Similarly, the logic of generating reports in pdf format was rewritten and dramatically improved. We also incorporated an interactive invoice run screen with real-time tracking functionality and added easy rerun capabilities to the business application. The revamped system provided real-time process monitoring for updates and historical records. The automated invoice calculation tool saved significant person hours every month.

### Seamless data exchange

Electronic Data Interchange (EDI) system for Iroquois was another PowerBuilder-based application that needed to be upgraded. Infosys transitioned the application from PowerBuilder to Microsoft .NET Framework, replacing hardcoded logic with table-based functionality and improved the speed and flexibility of the system. The EDI upgrade had a zero defect score during user acceptance testing and post-implementation, Iroquois rated it one of the best project implementations date.

## Summary

Infosys redesigned a critical set of applications for Iroquois to improve the user experience while providing useful data such as available capacity, reports on gas quality, and tariff as well as intuitive features such as transaction reporting.

Infosys blended automation, smart tools, component reuse, and knowledge management to ensure the success of the project.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



© 2017 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

[Infosys.com](http://Infosys.com) | NYSE: INFY

Stay Connected     SlideShare