



ENERGY & MANAGED SERVICES

Unified Cloud IoT Platform for a Major US Energy & Utilities Corporation

Executive Overview: A top-5 US utility and energy provider eliminated fragmented legacy systems by implementing a unified cloud-based IoT analytics platform—drastically reducing outage response times and saving millions in maintenance overheads.

\$6.3M

Annual maintenance savings achieved

40 mins

Outage response time (down from 3.5 hrs)

22%

Improvement in overall grid efficiency

18 wks

Total implementation timeline

THE CONTEXT

Client Profile & Challenge

Top-5 US utility and energy provider · 2M+ customers · Multi-state grid operations

Top-5

US UTILITY PROVIDER

2M+

CUSTOMERS SERVED

Multi-State

GRID OPERATIONS

The Challenge

Fragmented systems across 8 operational regions created massive operational friction:

- × \$18M in annual maintenance overheads from disconnected monitoring and manual processes.
- × Slow data access delaying critical response times.
- × 3.5-hour average outage response time, unacceptable for grid stability.
- × Multiple legacy systems meant data silos, duplicate efforts, and severe visibility gaps.

The Solution

Symhas delivered a unified data model with cloud-based IoT analytics and real-time grid monitoring:

- ✓ Single-pane-of-glass visibility across all 8 regions via a cloud IoT platform.
- ✓ Real-time asset monitoring across the entire grid infrastructure.
- ✓ Automated maintenance scheduling integrated with Oracle ERP for predictive, not reactive, maintenance.
- ✓ Oracle ERP integration ensuring financial and operational data alignment.

WHY SYMHAS

Deep energy-sector operational expertise paired with hands-on Oracle Cloud and IoT engineering, so utilities modernize grid operations without compromising uptime.

AT A GLANCE

8

Regions Unified

1

Cloud IoT Platform

\$18M

Overhead Eliminated

18wk

Timeline

EXECUTION

Project Timeline

Top-5 US utility and energy provider · 2M+ customers · Multi-state grid operations

Total Timeline: 18 weeks fixed-price engagement.

WEEKS 1 - 2

Discovery

Requirements gathering, legacy system audit, and comprehensive data mapping.

WEEKS 3 - 10

Design & Build

Cloud architecture modeling, platform development, and integration setup with Oracle ERP.

WEEKS 11 - 16

Testing

Quality Assurance (QA), User Acceptance Testing (UAT), and grid performance validation.

WEEKS 17 - 18

Go-Live

System cutover execution, active production monitoring, and operational handoff.

WHY 18 WEEKS

Grid infrastructure spans 8 regions, so testing alone took 6 weeks — validating real-time monitoring and predictive maintenance under live load conditions before a single region went live.

18wk

Total Timeline

8

Regions Migrated

6

Testing Weeks

Zero

Unplanned Downtime

RESULTS

Business Outcomes

Maintenance Efficiency

- **35% reduction** in maintenance overheads.
- Predictive maintenance entirely replaced reactive repairs.
- **Annual savings:** \$6.3M.

Energy Efficiency

- **22% improvement** in overall grid efficiency.
- Real-time optimization achieved across all 8 operational regions.
- Substantially reduced waste and operational energy losses.

Response Time

- **Outage response plummeted:** 3.5 hours → 40 minutes.
- Real-time asset monitoring enabled significantly faster decision-making.
- Minimal customer impact from adverse grid incidents.

Investment

- **Engagement:** \$2M - \$2.5M fixed-price implementation
- *Detailed architectural scope is available under NDA*

ROI SUMMARY

\$6.3M

Annual Savings

35%

Maintenance Cut

22%

Efficiency Gain

40min

Outage Response

WHY IT WORKED

Predictive maintenance replaced reactive repairs across all 8 regions, so crews now act on early warning signals instead of responding after equipment has already failed.

\$6.3M saved annually. 35% less maintenance. Zero surprise outages.

NEXT STEPS

Ready to Transform Your Operations?

Contact our Energy Specialist team to discuss how cloud IoT platforms can optimize your grid infrastructure and drive measurable savings.

[Contact Our Energy Team »](#)

RESULTS AT A GLANCE

\$6.3M

Annual savings

40min

Outage response (from 3.5 hrs)

22%

Grid efficiency gain

18wk

Total timeline

GET IN TOUCH

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Predictive maintenance. Real-time visibility. Fixed-price certainty.