



Central Vermont Public Service Manages Records and Meets e-Discovery Requirements

Industry

Energy

Customer



Business Challenges

- Manage all structured and unstructured content
- Find information quickly and easily for compliance regulations
- Improve business processes

Business Solution

- OpenText Content Server
- OpenText Records Management

Business Benefits

- Improved productivity and efficiency
- Enhanced records management
- Increased compliance and e-discovery support
- Greater return on investment

Central Vermont Public Service (CVPS) is an independent, investor-owned company that provides energy and energy-related services to 157,000 customers across Vermont. As the largest of the 21 utilities within the state, CVPS has its share of content issues. “As with any other organization, we manage massive amounts of information. Additionally, there are multiple authorities that regulate our information environment,” says Chuck Piotrowski, Corporate Records Manager for Central Vermont Public Service. “We have compliance challenges; we have information organization challenges; and we have business process challenges.”

CVPS realized that if they wanted to be more effective and efficient while complying with federal and state rules and regulations, they had to improve the management of their electronic information. After a detailed selection process, they chose a document and records management solution from OpenText to help them get the most out of their content.

Information as an asset

The new Enterprise Content Management (ECM) environment allows them to manage all of their information in one convenient and secure location. They have access to all of their structured and unstructured content, no matter which format it is in—email, spreadsheets, Word documents, PDFs, etc. “OpenText Records Management offers one-stop-shopping, so to speak, when employees need to find, organize, and manage information,” explains Piotrowski. “With OpenText, we have much better control over information across the enterprise. For example, in litigation, we can provide requested information in a very timely manner. If the information is not extant, we can authoritatively demonstrate that we purged the information in compliance with laws and regulations.”

The scope of the implementation embraces the entire organization, from HR, through legal and operations, to support services. CVPS manages all of their information as an asset. They have a program called “Information Asset Management” in which all content, whether it's an email, Articles of Incorporation, a spreadsheet, etc., has to be managed from its moment of creation to its ultimate disposition. This way, the company knows exactly what happened to the information, whether it is stored, deleted, or destroyed in the normal course of business.

The OpenText Records Management capabilities provide an automated system that resolves many of the complexities of electronic records management, making processes transparent to end users. Additionally, CVPS uses OpenText solutions to improve business processes through scanning, workflows, and e-forms.





“As of December 2006, new federal rules of civil procedure began to dictate—and the courts now expect—that all corporations know what information they have, where they have it, who is responsible for it, and how long they need to keep it. With OpenText, we feel we have the best control over the situation, and we can tell a court with confidence that we don’t have something, or we can provide them with that item in a timely manner.”

Chuck Piotrowski, Corporate Records Manager, Central Vermont Public Service

Meeting compliance requirements

Another reason CVPS manages and stores nearly every type of content with their ECM solution is due to the many compliance issues within the industry. “We are storing a wide range of business information because our regulators may be very interested in all information, whether it is a record or not. You will be asked for emails, you will be asked for records, you will be asked for any information relating to a specific topic,” explains Piotrowski. “The OpenText solution provides us with access to all information, regardless of whether it’s a record or not, as well as the control of all information, whether it’s a record or not.”

CVPS uses the OpenText tool for compliance purposes in many ways. One example of achieving compliance with OpenText Records Management can be seen in what they call a “rate case process” in which they have to submit information to their state regulators. The company uses the solution to serve as a library for this sort of e-discovery purpose. Through working with OpenText, CVPS now has the ability to find information in seconds rather than days.

Another compliance example is seen in their ability to put non-destruct notices on any stored information. In addition, CVPS can now organize and compile their regulatory events to the Federal Energy Regulatory Commission and other government agencies, and they use OpenText for the creative space, as well as the final document space for those filings.

With the new, higher expectations regarding regulatory compliance, CVPS feels secure with OpenText. “As of December 2006, new federal rules of civil procedure began to dictate—and the courts now expect—that all corporations know what information they

have, where they have it, who is responsible for it, and how long they need to keep it,” says Piotrowski. “The company must also be able to provide that information to a court in a timely manner. This is very rigorous compared to what was expected before. No longer can corporations claim ignorance about what information they may, or may not, possess. Corporations will have to know what they have, and they will have to attest to the fact that they don’t have something. Most corporations have a very difficult time doing that. With OpenText, we feel we have the best control over the situation, and we can tell a court with confidence that we don’t have something, or we can provide them with that item in a timely manner.”

Implementation best practices

CVPS learned a great deal during their implementation of the Records Management and Content Server solutions especially regarding change management. “You have to teach all of your employees not only how to use the tool itself but how to best manage information,” explains Piotrowski, “and it’s that kind of advocacy throughout the enterprise that’s very important—even before you show up with the tool. You have to have employees who are eager to use it, who have identified that they have a problem with their information, and who want a solution, and then you can show up with your tool to help solve that problem.”

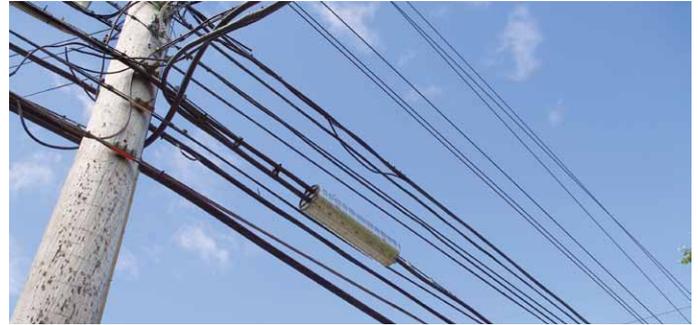
“You just can’t launch a product and walk away from it,” continues Piotrowski. “You have to have consistent follow-up with every user, with every group. You have to teach them how to use the tool itself, and you have to teach them how to manage their information. You should work with them immediately after the implementation, and then you should continue to work with them on a more general



basis from that time on. One of the things that people don't realize is that while an implementation may end, information management never ends—it's a constant, ongoing learning process. There must be continual improvement; otherwise, the return on investment may never be realized."

Business benefits

The most significant business benefit resulting from their ECM solution deployment is the organization's new ability to work collaboratively. Now, CVPS has a platform where people can share and use information, maintain version control, have an understanding of who owns what information, and then be able to securely store that information for however long they need it. In addition, their users don't have to worry about records management. Piotrowski has the capability to manage corporate information without involving users too much. "That's very helpful because users don't have the time, resources, or energy in a day to manage every single record that they come across," he explains.



With OpenText Records Management and OpenText Content Server, CVPS is able to meet compliance regulations and manage its operations in a more transparent and efficient manner by ensuring that all content is safe, searchable, and readily accessible—regardless of the application software.

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