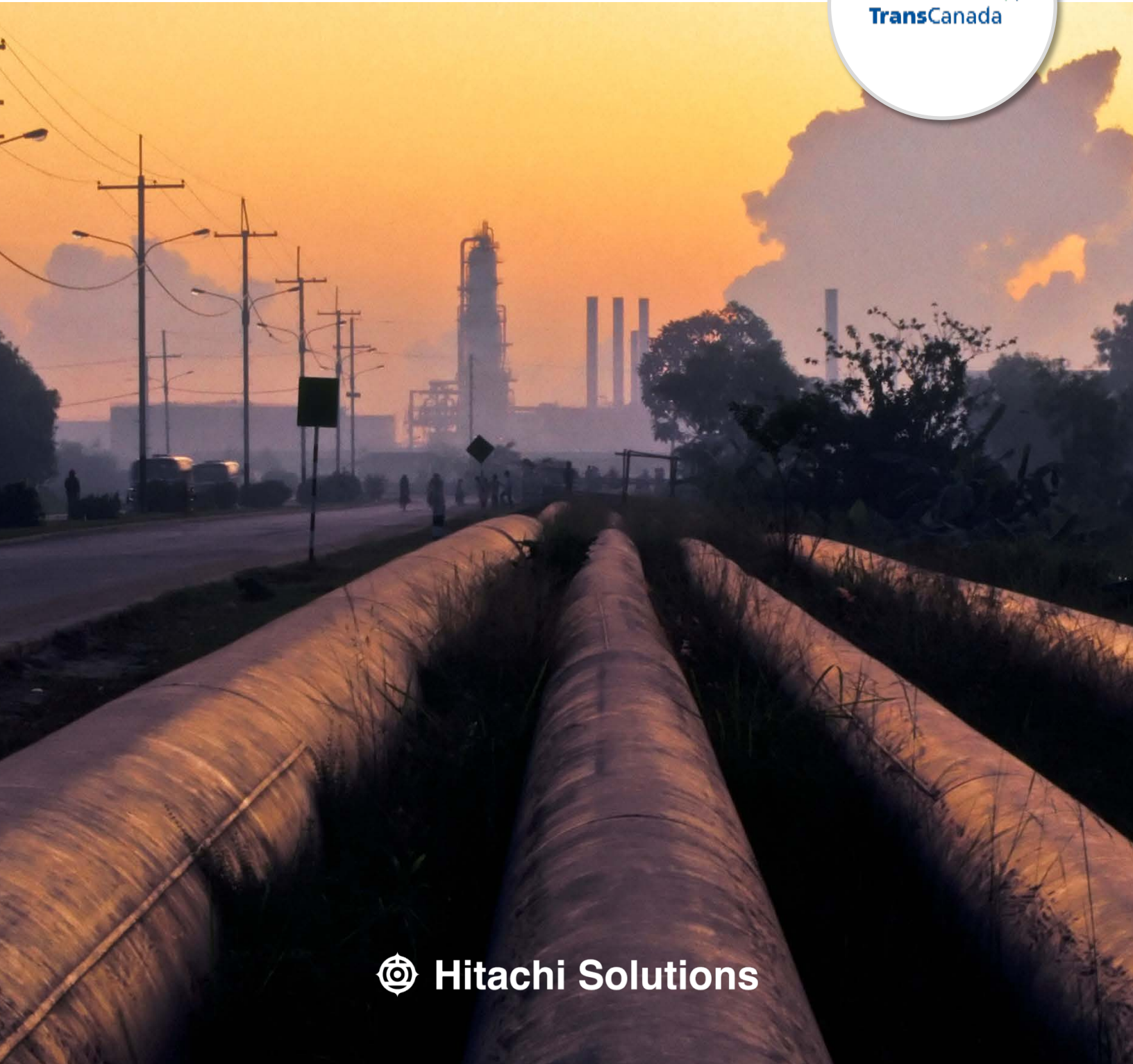



HITACHI
Inspire the Next¹

TransCanada Success Story



 **Hitachi Solutions**



CUSTOMER PROFILE

TransCanada is a leader in the responsible development and reliable operation of North American energy infrastructure.

TransCanada's network of approximately 41,000 kilometers (25,600 miles) of pipeline transports the majority of Western Canada's natural gas production to key Canadian and U.S. markets.

INDUSTRY

Oil & Gas

LOCATION

Calgary, AB

Portals and Collaboration

TRANSCANADA PIPELINES LTD. INCREASES PRODUCTIVITY AND REDUCES COSTS WITH THE IMPLEMENTATION SHAREPOINT

Business Situation

As a result of sharing access to written work, primarily through emailing attachments, TransCanada had struggled with multiple versions of documents concurrently being used. Dynamic teams were often built to work on deadline imposed projects that required a considerable amount of collaborative writing efforts. During this time, multiple versions of a document would be passed through individual email with limited ability to consolidate the efforts of the working teams. Team members did not have immediate access to updated working documents, which lead to frustration over access and the need for considerable editing to incorporate and correctly format multiple revisions prior to documents being finalized. Working groups also needed access to other team member schedules and information to book meetings and free up time to collaborate on work efforts. To eliminate these challenges, TransCanada turned to Hitachi Solutions (formerly known as Ideaca) to establish a document collaboration solution that could provide a central storage of information all employees could have access to.

Solution

Hitachi Solutions helped TransCanada Pipelines Ltd. implement Windows SharePoint (WSS) and SharePoint Portal Server 2003 (SPS), to provide a platform for internal collaboration across corporate functions and business units. The TransCanada Pipelines portal required a moderate amount of graphical customization and development, which the Hitachi Solutions team was able to provide, in order to meet the specific requirements of TransCanada Pipelines. The solution was implemented using a medium server farm (3 servers) with guidance from Hitachi Solutions. Infrastructure was shared with the Microsoft Content Management Server, to support enterprise-wide search capabilities across projects and to support long term growth for TransCanada.

"The Ideaca team delivered the project within scope and cost. We would definitely consider Ideaca again in future solution provisioning."


- Liza Yuen

Program Manager, TransCanada

Benefits

The SharePoint portal resolved a number of key business issues and provided significant benefits for TransCanada Pipelines:

- Operational and maintenance cost saving for the functional support teams
- Increased employee productivity by securely providing access to the most recent information
- Reduced turnaround time by providing a central site to access information and documents



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- Liza Yuen

Program Manager, TransCanada