



## TriTek Solutions Utility Industry Solution Suite: Embargo and Permit Management

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### Partner Solution

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■ **Target Industries**

*Energy and Utilities*

■ **Business Application**

*Emergency Permit Requests and Processing*

■ **Products**

*IBM FileNet Business Process Manager*

*IBM FileNet Content Manager*

*IBM FileNet eForms*

*IBM FileNet Image Manager*

### Business Challenge

An embargo is a temporary method of imposing restraint or hindrance. Within an energy or utility company, the Construction Services department is often faced with power service emergencies that require the immediate need for construction permits. Performing emergency service may require the closure of — or severely limiting access to — roadways and buildings, inconveniencing the public and local businesses. Permits allowing this to happen can only be granted by a government agency and are typically issued by a state or local Department of Transportation.

The requesting company must file an emergency work permit with all the required supporting documentation. Providing agencies with a complete package is critical for expeditious permit processing. With permit life often limited to 24 hours, it is critical for the utility company to have personnel and equipment on site and working as soon as possible. For energy and utility companies that manually request these permits, time is lost both requesting the permits and waiting for a response from the permitting agency.

### Solution

TriTek has developed a solution called Embargo and Permit Management to help automate embargo requests and response processes within energy and utility companies. This module is part of their “Utility Industry Solution Suite,” a comprehensive enterprise content management (ECM) and business process management (BPM) solution leveraging the IBM ECM suite of products. The Embargo and Permit Management module includes a requester portlet and back-end integration capabilities with the various government agencies responsible for granting emergency work permits.

Once a request for a permit is entered into the Embargo and Permit Management portal, the file is checked for duplicate entries that could prevent processing delays or unnecessary costs and is then validated. The request is electronically transferred to the government permitting agency, where it’s reviewed, a response is generated and the response is transferred to the energy and utility company. If the approval was granted, a crew is dispatched to begin the work associated with the embargo.



Exception handling within the system enables users to correct problems with the embargos and resubmit requests. Additionally, reports are supplied to determine which business areas are requesting the most embargos, so corrective action can be taken.



### **Value Proposition**

Through the use of TriTek's Embargo and Permit Management solution, energy and utility companies can significantly reduce the time required to request and process emergency permits. One major U.S.-based energy company reduced the processing time from 45 minutes to between 1 and 5 minutes. In addition, since the status of all permits are easily tracked, companies have greater control over the entire permit process.

### **Company Description**

TriTek Solutions, an IBM Software ValueNet Business Partner specializing in the integration of IBM FileNet products and related technologies, has become a leader in the design, development and delivery of customized Enterprise Content and Business Process Management solutions. TriTek provides industry specific solutions for the financial services, insurance, utilities and government verticals.

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