



## CASE STUDY

### Client Overview

ENMAX Corporation is a vertically integrated utility that provides electricity, natural gas, renewable energy and value-added services to its customers. Providing Albertans with electricity for over 100 years with more than 640,000 customer sites throughout Alberta, ENMAX is a wholly owned subsidiary of The City of Calgary.

Core operations include electricity generation, transmission and distribution and the sale of electricity, natural gas and renewable energy products to residential and commercial customers in Alberta. They have grown alongside the evolving competitive energy market, expanding their roots in electricity to offer customers managed network services, natural gas and expertise in electronic communications.

## ENMAX

### Application Portfolio Assessment

## CHALLENGE

ENMAX operates three companies and many lines of business that leverage information technology to satisfy their respective business objectives. ENMAX required insight into their current application portfolio and the data that would provide them with visibility and control over their planning processes resulting in better investment decisions. They also wanted to implement a successful framework that would assist in the ongoing sustainment of the application portfolio management efforts once the project was complete.

## OUR SOLUTION

During an eight week engagement, a Sierra Systems business consulting team performed a functional, technical, and strategic review of ENMAX's application portfolio. Using our industry recognized SMART Methodology™ for application inventory and assessment, the team delivered the following results in line with ENMAX's core objectives:

- Identify each application, business and IT owner to be included in the scope of the project
- Complete the application technical assessment
- Complete the application business assessment
- Consolidate the information gathered electronically, verifying details where necessary
- Categorize by strengths, weaknesses, opportunities and threats
- Evaluate the risks and prepare a mitigation strategy
- Prepare the observations, recommendations and reports
- Present the final report
- Design and implement dashboard representation of key indicators

### BENEFITS

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Focusing on providing measurable results, the team quantified the expected business value of opportunities and recommended the appropriate next steps in a formal report and presentation to ENMAX stakeholders. The assessment report offered a foundation for launching an ongoing application lifecycle optimization initiative and a baseline for monitoring future portfolio performance. The benefits of ENMAX's insight into their application portfolio are significant:

- Comprehensive view of total application cost
- Improved focus on current business requirements through re-allocation of application support budgets and resources
- New applications investments will be aligned with and contribute to strategic business objectives
- Better decisions about the best sourcing strategies for reducing the cost of applications support while still meeting service needs and managing risk
- Faster roll-out of new functionality
- A source of well managed knowledge transfer

### LEARN MORE

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To learn more about how Sierra's expertise can help you improve the effectiveness and efficiency of your organization, please contact:

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