

## **Case Study**

### **Northern Electricity connects with OSM's COSbatch**

NEDL – part of Northern Electric, the UK subsidiary of US utilities giant MidAmerican Energy Holdings Company ([www.midamerican.com](http://www.midamerican.com)) – operates and maintains the electricity distribution network which delivers electricity to more than 1.4 million premises in the North East of England and North Yorkshire. The network consists of more than 31,000 substations, 17,000 km (10,600 miles) of overhead line and 26,000 km (16,250 miles) of underground cable, covering an area of more than 14,000 sq. km (5,500 sq. miles).

The IT unit for NEDL operates a number of large Hewlett-Packard, IBM and Sun UNIX systems. These systems host the mission critical applications and central to the processing of data in this heterogeneous environment is OSM's COSbatch job scheduling system.

Dave Bunting, IT Production Manager of NEDL said *“We run hundreds of batch jobs per week with complex preconditions across the network. Without a reliable job scheduler we would have to initiate those jobs manually at significant cost.”* Dave went on to say, *“We are a seven day a week, 24 hour a day operation with critical services running and are accountable to both OFGEM (the UK market regulator) and our customers. We use COSbatch to help monitor the status of the network and manage our routine billing and accounting functions.”*

NEDL also use BMC Software's Patrol product for monitoring and have integrated COSbatch into Patrol using OSM's COSbatch Knowledge Module. To this they have added Proxima Technology's AlarmManage module. Dave Bunting said *“We've been able to cut out shift working altogether by having any out-of-hours alarms generated from COSbatch go through Patrol to AlarmManage. The appropriate administration staff are now based at home and get context-sensitive messages detailing the problem. This enabled me to make a cost saving in our operations budget.”* The monitoring extends to the reporting on failed jobs, a routine which is run every five minutes. OSM supplied the Patrol and AlarmManage software as well as COSbatch and the COSbatch KM.

Dave finished by saying *“Of particular note is OSM's support operation. We hit a sporadic problem a year ago which could not easily be diagnosed. OSM escalated the problem up to the highest level and the Technical Director himself communicated with us on a daily basis until the problem was identified and resolved. This level of commitment makes all the difference when you are as dependent on technology as we are in our industry.”*

#### **About Open Systems Management**

Open Systems Management (OSM) - a privately held company with venture capital backing, founded in 1988 and based out of Wokingham, UK; Seattle, WA, USA; and Perth in Western Australia - develops and markets low cost, high quality systems and IT operations management software for UNIX, Linux and Microsoft Windows systems. The software is supported worldwide out of offices in Perth, the UK and Seattle, WA, USA.

Web: [www.osmcorp.com](http://www.osmcorp.com)

For further information, contact Neil Chaney:

Tel. +1 206 583 8721

[Mailto:neil.chaney@osminc.com](mailto:neil.chaney@osminc.com)