



## NYISO Shines the Spotlight on Mission-Critical Data with Enterprise RTView

### The Customer: New York Independent System Operator

With the restructuring of New York State's electric power industry, the not-for-profit New York Independent System Operator (NYISO) was formed in 1999 to bring the benefits of competition to New York's electrical customers. As part of its mandate to guarantee fair and open competition in the power market, the NYISO manages a complex electricity commodity market in which power is purchased and sold on the basis of competitive bidding. The organization also owns the considerable task of ensuring the reliable, safe, and efficient operation of New York's major transmission system.

Toward these ends, NYISO provides massive amounts of complex information to its end-user customers. The bulk of this missioncritical data falls into one of two categories: Operational data, like load consumption levels and load balancing figures, enables users to effectively manage power distribution statewide. Market pricing data ensures the fair and dynamic exchange of electricity across zones within the state. This information is supplied in real-time to users via the Open Access Same-Time Information System (OASIS) Web site.

### The Challenge: Implement a Graphical Solution to Amplify Data Presentation

Despite the data-dependent nature of its business, NYISO delivered mission-critical data in raw form, making it difficult for users to assimilate information and react to trends. To truly empower customers and foster open competition, NYISO sought a sophisticated graphical solution that would help users harness



key information. Implementation was required within a tight four-month timeframe, making the task even more complex.

### A Solution With More Than 60,000 Endorsements

After a comprehensive review of available solutions, NYISO purchased Enterprise RTView™ from SL Corporation, a leading provider of software solutions that monitor and display real-time information. More than 60,000 mission-critical applications already rely on Enterprise RTView's underlying SL-GMS technology to deliver customized displays and powerful dynamic visualization technology. For a number of reasons, NYISO added their OASIS application to that list.

### Dramatically Reduce Development Time

For one, Enterprise RTView dramatically reduces development time – a key selling point for NYISO. Highly functional dashboards can be quickly created in an easy-to-use, drag-and-drop display-building environment. Software programming is not required to customize displays in Enterprise RTView, either.

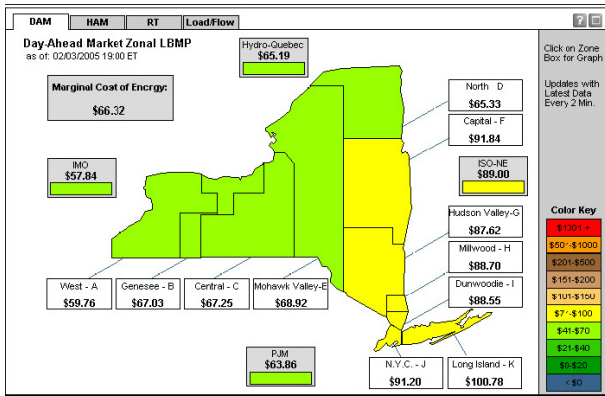
For NYISO, implementation of Enterprise RTView itself was straightforward, requiring a minimal portion of the project's four-month timeline. In fact, after completing business and functionality requirements via several iterations of prototyping, the final graphic displays were built in less than two weeks.

NYISO developers, who were off and running after a short three-day training course, are delighted with the site's new flexibility.





“Enterprise RTView allowed us to reduce project risk by undertaking an iterative development process that included feedback from users of the system,” noted Todd Romansky, Senior Analyst with NYISO’s Business Intelligence and Information Systems Group. “We have yet to receive a single complaint from a user of the system.”



Maps provide drill down detail by zone

## Integrate With Ease

Ongoing support for legacy systems – including XML, SQL and TIBCO applications – was another item near the top of NYISO’s “must have” list. No issue there. Enterprise RTView quickly consolidates disparate sources of data to create a unified Web-enabled information system. Case in point: Initial rollout required Enterprise RTView to integrate with XML files served from a J2EE application server.

The NYISO also maintains a large investment in TIBCO middleware technology, with plans to leverage more TIBCO functionality in the future. As with legacy systems, middleware issues have sidelined many a well-intentioned application. But Enterprise RTView’s tight integration with several TIBCO data sources ensures compatibility with the NYISO’s future architecture strategy.

## Standout Support

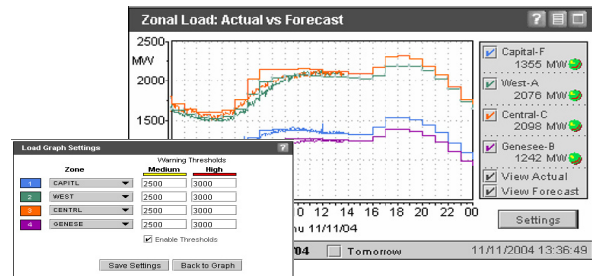
Given its aggressive implementation timeline, NYISO knew selecting a vendor committed to responsive support was a critical success factor. SL did not disappoint.

“The high degree of success in our deployment would not have been possible without SL’s strong level of support,” confirms John Bub, Senior Analyst, with NYISO’s Business Requirements Group. SL’s effective training, consulting, and other support services met NYISO’s every need throughout the project.

## The Final Result: Complex Data Made Comprehensible

Enterprise RTView enabled NYISO to quickly and efficiently build dashboards and displays that quickly made handling NYISO’s complex data set highly intuitive. What’s more, implementation was seamless, trouble-free, on-schedule, and on budget.

Traders and market participants now interact graphically through user-configurable real-time data displays packed with helpful features like thresholds, alarm notifications, custom data elements, and drill-down capabilities. At the same time, end users can effectively monitor critical load consumption levels with no more than a web browser on a public Web site. And Enterprise RTView helps all users quickly identify changes and spurs faster response times.



Configurable trend graphs allow users to define thresholds





For instance, data is now segregated into major category areas, like Pricing Data, Power Grid Data, Load Data, and Zone Maps. Categories also exist for Reports & Information, Graphs, and Market Applications. Each category is organized in a tabular format, for easier drill-down access to key information. Daily zone maps and trend graphs are now available, too.

It's no coincidence that the improvements positively impact the wide spectrum of NYISO's customer base. "The enhancements to OASIS are part of a broader NYISO philosophy to provide excellent customer service," explains S. Kennedy Fell, Vice President and Chief Information Officer. "This redesign offers our users a neat and easily navigable site to view operational and market data."

## About SL Corporation

Since 1983, SL Corporation has provided an open business information delivery platform empowering decision makers with mission critical information. Companies leverage the SL platform to deliver powerful real-time business intelligence, infrastructure/application monitoring, and graphic design and application development functionality to their users. SL has issued more than 75,000 licenses for our platform in every vertical industry, including manufacturing, energy/utilities, financial services, telecommunications, defense/aerospace technology and transportation. Global customer implementations include ABB, Alcatel, CalTrans, Hewlett-Packard, and NASA (National Aeronautics and Space Administration).

SL's success has been built on a foundation of solid relationships with our customers, distributors, resellers, and technology partners. We take pride in the fact; many of our customers have been with us since the 1980s.

We listen to your needs and work collaboratively to deliver solutions that not only work today but well into the future. Today, we are proud to count many Fortune 500 companies and other leading global enterprises as clients, including ABB, Agilent, Alcatel, CalTrans, Hewlett-Packard, NASA, and NTT DoCoMo.

SL's professional services organization helps ensure that our customers get maximum value and return from SL solutions. Our services include application development consulting, maintenance and support services, and a broad variety of on- and off-site training options.

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