NORTHCROSS
G R O U P

<u>Your</u> Utility Analytics Plan:

- Keep data secure...

- Put data to work for operations and customer relations...

- Make data usable across the organization...

- Support, not disrupt, ongoing efforts...

- Get measureable returns on data investments...

- Sustainable oversight & governance...

Solutions that Fit

Analytics and data management are important, but you need a plan that fits your organization. The promise of analytics is real—with the right approach and investments to reap the benefits.

Utilities are unique organizations with a mix of operational and business systems supported by a variety of technologies and architectures. With different market segments to serve and a variety of third parties to consider, the utility operating model is complex.

With the significant growth and diversity of data being collected, integrating that data into the complex utility environment can be challenging.

Making the Best Choices

There are a number of technology options, with different approaches to integrate and secure them. Decisions are needed about where and how to share data to provide value without overwhelming people or processes. Capabilites to analyze, organize, and put data to work with the context of your organization are needed. This must be done in a way that makes your investment pay off in the long run.

Trusted Advice and Support

Northcross Group (NCG) has the experience and capabilities to help you make the right decisions and move forward with enhancing analytics capabilities effectively and securely. Our team has the technical data skills and subject matter expertise to make sure you have the best approach and support to take advantage of data resources.

Expertise & Lessons Learned

In addition to working with utilities, NCG has experience gained from data analytics efforts in other industries such as banking, retail, healthcare, and telecommunications. This valuable insight allows us to leverage best practices and proven methods for using data and analytics.

Finding the Right Balance

Robust technology and sophisticated processing must be available and usable by the people who need it. Data and information must be understandable to provide value. Security and controls must be balanced with sharing and collaboration. Compliance requirements must be met. NCG will help you tailor the best fit for your organization and get the greatest return on your analytics investment.

NCG Data Life Cycle Approach

Data can be highly dynamic across its life cycle. NCG's approach accounts for different stages and how those variances impact how you use and what you get from your data.

NCG Data Analytics Services:

Cyber Security:
- Comprehensive enterprise security services
- Accounting for evolving internal and external threats
- Expertise with SCADA and Control System Architectures
- Programs, plan, policies, and procedures development
- Physical and infrastructure hardening and preparedness
- Risk and compliance assessments, training, and awareness

Solution Integration:
- Data modeling and forecasting
- Solution design and integration
- Data conversions and platform migration
- Technical and management oversight and governance

Business Process Management (BPM):
- Process design and automation
- Tailoring processes and functions for internal and external factors
- Analytics measures and continuous improvements
- Manage change and enhance capabilities

Project Management:
- Full Project Management Life Cycle services
- Communication, coordination, and collaboration with stakeholders
- Deployment command center management
- Operational transition management.
- Independent Verification & Validation (IV&V)

The Northcross Group (NCG) provides business system, security, and technology services. NCG works to ensure that technology serves our clients, allowing them to meet business goals, gain competitive advantage, enhance security, implement governance, ensure compliance, and stabilize operations.

NCG consultants bring a blend of technical and business acumen with a proven track record in the public, private, and non-profit sectors. We approach challenges head-on and figure out the most effective way to leverage technology to reach objectives.

NCG uses disciplined processes, refined from decades of experience. Flexibility is a cornerstone of our industry-tested methodologies—giving NCG the ability to adapt to changing environments and your needs.

www.northcrossgroup.com
info@northcrossgroup.com

100 Middle Street, East Tower, #203
Portland, ME 04101
Phone 207.699.5540
Fax 207.699.2113

1101 Wilson Boulevard, 6th Floor
Arlington, VA 22209
Phone 703.351.3397
Fax 703.351.5298