Further maximise the returns on your investments in technology

Utilities today face rapid changes in management strategies, but the underlying systems and processes do not keep pace with these changes, and hence problems of smooth interaction and intergration between disparate systems creep in. This hinders smooth information exchange, difference in communication protocols and loss of data etc. resulting in painful, slow and expensive reinvestments. The solution then is to make systems integration a vital component of the organization's business strategy and growth plans.

Any successful implementation of different IT modules within an organization depends on two important major points:

- Each module satisfies the requirements and functionality as described in the specification for respective modules.
- Exchange of key information or inter process information between modules.

In order to attain an efficient and cost effective implementation of IT systems it is very important that business critical information is shared between all modules.

The *OpenNIS™* system will exist in conjunction with several other systems, already present in an utility and will also need to interact with newer systems . It would therefore be required to interface with other systems for seamless flow of business information. The *OpenNIS™* System is designed for exchanging relevant data through XML and Web service technology. Relevant business processes, application and infrastructure services and data can be shared and integrated across the Utility and with potential business partners.

OpenNIS™ system architecture supports clustered terminal servers so as to handle large number of users. The Applications, systems and infrastructure are service-oriented, component-based & reusable. *OpenNIS™* applications are process-oriented. The Application architecture is highly granular and loosely coupled to facilitate application recovery. This is to ensure that the failure of one component does not cascade to others. A tier can also be scaled to run separate applications to optimize performance. The System is component based with error recovery procedures so that potentially fatal errors are not propagated.
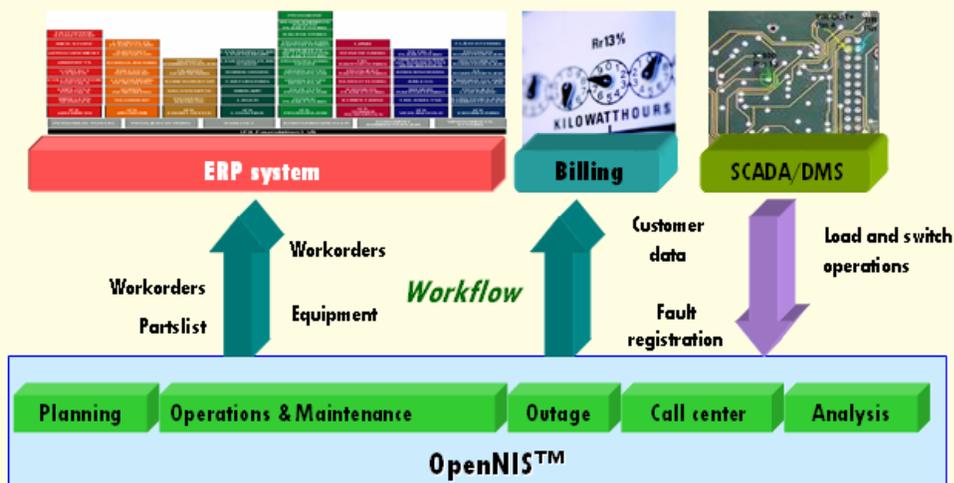
An overview of OpenNIS systems integration with other major systems in an Utility