

Transaction management services that help utilities and retail energy service providers securely do business outside of their own networks.



The increased number of stakeholders and growing customer transaction complexity in the utilities and retail energy service provider market magnify the criticality of seamlessly and securely managing the flow of information from organization-to-organization. Local Distribution Companies, energy retailers and service providers, and independent system operators all must communicate with one another in order to deliver service to the end-consumer. Avanade Transaction Management Services (ATMS) enables you to share data with your business partners, in compliance with regulations and in real-time, using a common infrastructure that helps lower costs.

What is ATMS? ATMS is a fully managed transaction management service that utilities and retail energy service providers use to manage the transfer, translation, and transformation of critical customer transaction data, so they can securely do business outside of their own networks. This exclusive outsourced service mitigates operational risk by providing value-added features such as: exception handling, personalized help desk, proactive transaction tracking, end-to-end process management, and audit services, as well as operations and regulatory management. Avanade's ATMS Services allow organizations to fully outsource the communication and sharing of information seamlessly with their business partners.

From independent system operators to regional transmission organizations, to local distribution companies, traditional utilities, energy retailers and third-party service providers, ATMS helps connect these organizations and allow them to communicate and share vital information in real time. ATMS enables organizations to electronically integrate with each other to automate and streamline processes and communication, and audit/track processes in real time — via a website, XML or EDI application.

ATMS does the certification and approval testing necessary to get the authorization needed to do business together. Finally, ATMS provides exception management, so our experienced staff picks up where technology ends.

“We chose ATMS as a strategic Partner for several reasons. Their ability to handle customized scenarios and deliver more personalized reporting makes them a clear market leader —one that can help Constellation Energy advance in today's evolving and increasingly-competitive energy landscape.”

- Jeff Johnson, Manager of Corporate Applications, Constellation Energy



ATMS delivers: Data Transport

- Managed, door-to-door delivery
- Secure transport (i.e., PGP, SSL, VPN)
- Business partner definition and connectivity assurance
- Automated selection of delivery mechanism (i.e., GISB/NAESB EDM, VAN, FTP, HTTP)
- Automated retry and fail-over

Data Translation

- 'Any-to-any' format (i.e., XML, X.12 EDI, CSV, Proprietary)
- Transaction-level functional acknowledgement
- Validation to UIG and state standards
- Simultaneous multi-format output

Data Transformation

- Business rule-based data validation and transaction routing
- Generic value conversion into client-specific business values
- Convergence of multiple inbound transactions into a single outbound transaction
- Business resolution and data warehousing
- Business reporting of transactions

Benefits of ATMS

- Proactive Transaction Monitoring-
- Exceptional Transaction Exception Handling
- Lower costs and better cost predictability
- Better and more consistent use of staff resources
- Improved time to revenue through faster business partner onboarding
- Cost-effective disaster recovery and ability to scale infrastructure
- Ability to scale business-to-business processes as needed in response to changing business requirements



For more information:

To learn more about Avanade's Transaction Management solutions contact your Avanade sales team or visit: www.avanade.com/erp



About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 29,000 professionals in 23 countries. Visit us at www.avanade.com

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North America

Seattle
Phone +1 206 239 5600
America@avanade.com

South America

Sao Paulo
LatinAmerica@avanade.com

Africa

Pretoria
Phone +27 12 622 4400
SouthAfrica@avanade.com

Asia-Pacific

Australia
Phone +65 6592 2133
AsiaPac@avanade.com

Europe

London
Phone +44 (0) 20 7025 1000
Europe@avanade.com