

## **Proc case delivers Oracle ERP implementation and support expertise to Canada's leading municipal electricity distribution company**

### **Toronto Hydro Corporation**

Client since May 1999  
Location: Toronto, Ontario, Canada  
Industry: Utilities/Energy



### **Client Overview**

Toronto Hydro is the largest municipal electricity distribution utilities company in Canada. They provide a variety of services to their users throughout the Toronto area, including electrical distribution, conservation programs, energy management systems, and telecommunications services.

### **Client Objectives**

Toronto Hydro had a variety of Oracle Applications modules running their entire business, and needed additional expertise to support them. They selected Proc case to provide support expertise and implement new functionality.

### **Proc case Contribution**

Proc case has Oracle expertise in a wide range of Oracle Applications modules, and provided resources for a long term support contract. Activities included integration, writing interfaces to external applications and technical support.

Toronto Hydro had recently undergone an amalgamation of 7 boroughs' hydro utilities as part of the overall Toronto municipal amalgamation process. Proc case was assigned the task of re-implementing the Oracle Human Resources module which had originally been implemented for Scarborough only. Proc case provided all resources and successfully completed the re-Implementation on time and on budget.

### **Technology**

Oracle database and Oracle ERP suite of applications

### **Results**

Proc case was able to enhance Toronto Hydro capabilities and support of Oracle Applications with proven expertise.