

OPERATIONAL EXCELLENCE FOR LOAD FORECASTING

Energy and Utilities Case Study

THE CLIENT CHALLENGE

Given the inherent challenges in energy forecasting, **streamlined internal processes are the one constant utility agencies can count on.**

But one large federal utility didn't have that constant. They were struggling with redundant and inefficient short- and long-term forecasts, executed for a variety of customer organizations utilizing many different tools.

These forecasts were critical for the business. They were used throughout the utility and by their customers. But in their current form – mostly spreadsheets – they were creating confusion for customers who were receiving forecasts for the same period with differing values.

The utility asked North Highland to help uncover the existing issues and create the tools and standard processes that would provide consistency and functionality for themselves and their customers.

THE SOLUTION

North Highland initially addressed this challenge with an opportunity assessment that captured critical business information and identified inefficiencies and redundancies. From this opportunity assessment, North Highland outlined the recommended plan of action.

North Highland then led the client through “to-be” process and organizational design and the selection of a new application for forecasting.

Ultimately, North Highland managed the end-to-end project – from detailed design to system configuration, through testing, training and change management – for the consolidation of roles, creation of a new organization and the adoption of a new toolset.

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THE VALUE

North Highland essentially restructured a fractured operation into a single, streamlined one, providing a clear set of processes and a common toolset. The utility's customers are now receiving consistent and useful forecasting tools, and the utility is delivering it within an efficient North Highland-developed team structure that has limited operational redundancy.

ABOUT NORTH HIGHLAND

North Highland is a global management consulting firm that delivers unique value, relevant big ideas and strategic business capabilities to clients around the world. The firm solves complex business problems for clients in multiple industries through an integrated approach and offers specialty services via its Data and Analytics, Managed Services, and Sparks Grove divisions. North Highland is an employee-owned firm that has been named as a "Best Firm to Work For" every year since 2007 by Consulting Magazine. The firm is a member of Cordence Worldwide (www.cordenceworldwide.com), a global management consulting alliance. For more information, visit northhighland.com and connect with us on [LinkedIn](#), [Twitter](#) and [Facebook](#).

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