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Applications Database Administrator,
UGI Utilities.*

UGI Utilities, Inc.

UGI Utilities, Inc. Achieves Significant ROI with Output Director

Under the UGI Corporation, UGI Utilities, Inc. serves 544,000 natural gas and 60,000 electricity customers in eastern and central Pennsylvania, including customers of UGI Penn Natural Gas (formerly PG Energy) and UGI Central Penn Gas (formerly PPL Gas Utilities). UGI Utilities operates in the urban areas in and around Harrisburg, Lancaster, Reading, Allentown, Bethlehem, Easton, Hazleton, Wilkes Barre, Lock Haven, Pottsville, Stroudsburg, Lewistown, Huntingdon, Shippensburg, Lewisburg, Scranton and Williamsport.

UGI's propane holdings include control of AmeriGas Partners, L.P., the largest propane marketer in the United States. UGI also owns Antargaz and Flaga in Europe. UGI Corporation also markets a variety of energy products through their UGI Energy Services Company, based in Wyomissing, Pennsylvania.

Unintended Results

When UGI made the decision to transition out of a mainframe environment, they leveraged expert consultants to migrate their Human Resources and Financials applications to the Oracle E-Business Suite. The resulting installation was largely successful and contained a large number of customized reports.

However, UGI soon discovered that because of the Oracle architecture, certain custom reports required that printers be hard-coded in. This meant that something as simple as a printer change—or a user's desire to direct output to a different location or create an electronic document—suddenly meant that UGI had no way to deliver the report information.

“We were surprised to find out how our custom reports had been structured when it came to printers,” said Lowell Lindeman, Oracle Applications Database Administrator. “While we had not found ourselves in a position where we could not deliver output, UGI takes a proactive approach. We knew Unitask could help us before this became a major problem.”

Complex Issue, Simple Fix

Designed and developed as an Oracle E-Business Suite application module that installs directly into an Oracle instance, Unitask Output Director does not require any additional hardware or software. This further simplifies the enterprise and day-to-day operations support. Once installed, Output Director completely eliminates the standard Oracle requirement of repeatedly setting up print queues in the operating system, as well as removing the need to configure printers within the E-Business Suite, because Output Director's Oracle E-Business Suite interface provides a direct printing connection.

Immediately upon installing Unitask's Output Director, UGI was able to better render print jobs and eliminate the Oracle to Linux printing issues they had been experiencing.

Output Director increases productivity by allowing users to print to any printer accessible by their computer, whether it is network or desktop. Users can create PDFs and easily attach Oracle E-Business Suite output and reports to email messages.

Output Director also improves data security by ensuring that users have sophisticated control over where sensitive output—like hard copies of financial or audit information—is printed to.

"Without Output Director," said Lindeman, "we calculated that we would need at least 80 consulting hours per report to resolve these custom report issues. At an approximate consulting rate of \$175 an hour, our savings is a minimum of \$200,000 for customized reports alone. Additional savings will certainly be realized."

About Unitask

Unitask is committed to helping organizations implement, manage and run their Oracle E-Business Suite. Unitask creates, sells and supports software products based on experience gained from over a decade of Oracle E-Business Suite implementation projects. Customers of the Oracle E-Business Suite around the world rely on Unitask products to eliminate implementation and operational risk, improve the quality of the application and accelerate time-to-value. For more information, please visit www.unitask.com.

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