



Pepco Holdings Inc., PEAK Technologies and Pragma Systems: Helping an Energy Holding Company Plug into the Full Power of SAP

The Client: Pepco Holdings Inc.

Pepco Holdings, Inc., or PHI (www.pepcoholdings.com), is an energy holding company engaged in both regulated utility operations and the sale of competitive energy products and services to residential and commercial customers. PHI delivers electricity and natural gas to more than 1.9 million customers in Delaware, the District of Columbia, Maryland and New Jersey, making it one of the mid-Atlantic region's largest electricity-delivery companies.

PHI's family of energy-related businesses includes:

- Pepco, a regulated electric utility delivering electricity to 767,000 customers in Washington, D.C., and its Maryland suburbs.
- Delmarva Power, a regulated utility to 498,000 electric delivery customers in Delaware and the Delmarva Peninsula and 120,000 natural gas delivery customers in northern Delaware.
- Atlantic City Electric, a regulated electric utility to 547,000 customers in New Jersey.
- Conectiv Energy, a competitive subsidiary operating in the deregulated energy industry, managing power-plant assets and buying and selling wholesale fuel and energy.
- Pepco Energy Services, a leading provider of deregulated energy and related services for residential, small business and large commercial customers.

The Reseller: PEAK Technologies

PEAK Technologies is a systems integrator of supply-chain automation and inventory-management solutions and services for some of the world's largest companies, including Wilson's Sporting Good and Playtex. Taking a consultative approach to projects, PEAK proposes solutions that address both the entire supply chain and, when effective, one-off technology needs. A certified software partner with SAP, PEAK helps companies achieve the vision of creating an optimized workforce, offering a range of services that address challenges as small as effectively solving mobile printing difficulties to as large as effecting complete SAP warehouse-management implementations.

The Challenge: Raising the Bar on an SAP Barcode Implementation

In January 2007, PHI – in search of a fully effective SAP implementation for its storerooms – turned to PEAK Technologies, one of the leaders in strategic SAP deployments, for a project slated to continue through end-2010. “We took our first storeroom live in the fourth quarter of 2007,” said Andy Hart, Logistics Coordinator for PHI. “We completed four more storerooms in 2008, and we’ve got additional storerooms scheduled for fourth-quarter 2009. We turned to PEAK to help us not just implement SAP, but get the most out of our implementation.

“As we moved forward, we knew we needed a Telnet Server for setup connection information based on user sign-on, and to create usernames for connection to our development, quality assurance and production environments. PEAK recommended Pragma Systems and its Telnet Server to help us with our SAP barcode implementation, and they’ve been terrific. We have been very pleased with PEAK, Pragma, our SAP setup, and how seamless our relationship with both companies has been.”

Working hand-in-hand with PEAK and PHI’s internal team, Hart reports that Pragma facilitated the company’s implementation of a hand-held scanning system that readily allows it to:

- Track goods receipts by purchase orders
- Track goods issues to cost centers, orders, and reservations
- Track credits to cost centers and orders
- Create documents for inventory counts
- Conduct ad-hoc inventory-counts
- Generate stock overviews, comprising MMBE transactions for unrestricted stock, blocked stock, QI, consignment, bin location, UOM, etc.
- Change bin locations
- Look up manufacturer names and part numbers
- Print labels remotely

The Effective – and Cost-Effective – Solution: Pragma Systems’ Telnet Server

Hart credits Pragma’s technology with helping Pepco maximize its SAP implementation by:

- Cutting travel time from the floor to the office (thanks to the company’s new wireless, remote processing capabilities)
- Improving productivity by reducing manual data entry
- Facilitating real-time processing of data to quickly check inventory levels (both for Stores employees and in its Operations and Engineering divisions)
- Improving its inventory accuracy, thanks to better labeling and fewer input errors
- Reducing its need for paper files
- Using handhelds to capture 90-95% of the total SAP transactions performed by its Stores
- Making SAP transactions quick, convenient and easy to grasp (Hart reports that its users become “experts” in the system in one to two weeks)
- Creating a single type and size of label, which makes it easier to print and identify on racks, bins, boxes and company materials

Andrew Tull, vice-president of sales and marketing for Pragma Systems, stressed the close nature of the relationship PEAK and Pragma were able to forge with PHI. "PEAK has been a reseller of Pragma's Telnet and SSH Server technologies for more than 10 years now," explained Tull. "PEAK's expertise in deploying significant, large-scale SAP projects for Fortune 500 companies speaks for itself. As our work with PHI shows, PEAK's adoption of our Pragma Telnet Server as its server of choice for deployments requiring secure, remote access – and the ability to support customer-specific legacy and other end-user needs – is grounded in the value we provide, and our ability to work seamlessly with any and all partners to get the job done."

Pragma Delivers!

PHI and PEAK Technologies are just two of the more than 3,400 companies that now rely on Pragma's outstanding performance, superior customer service and across-the-board reliability. Call Pragma today, and learn how we can help your company by providing:

- Your choice of Telnet or SSH to build your solutions
- **Reliable, proven enterprise-grade secure connectivity software** for all Windows® environments:
 - Highly-secure – offers a protocol for secure remote login and other secure network services over an insecure network;
 - Facilitates **data and system management**;
 - Allows **secure file transfers**; and
 - Provides consistent, **reliable application delivery**
- Gives you and your company a **powerful, convenient** approach to protecting your network
- Superior and **responsive customer service** – both throughout the sales process and during lifetime of usage
- Offers **peace of mind**

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