

**Company:**

Alberta Energy and Utilities Board (EUB)

Type of Business:

Energy and Utilities Regulators

Number of Employees

1000+

Corporate Headquarters

Calgary, Alberta

Website:

www.eub.gov.ab.ca

**Toronto**

Suite 502, 36 York Mills Road
Toronto, ON M2P 2E9
1.866.816.4332

Calgary

Suite 110, 308 11 Avenue SE
Calgary, AB T2G 0Y2
1.866.231.4332

Vancouver

Suite 200, 560 Beatty Street
Vancouver, BC V6B 2L3
1.866.797.4332

Edmonton

217 Advanced Technology Park
Edmonton Research Park
9650 – 20 Avenue
Edmonton, AB T6N 1G1
1.866.490.4332

Overview

The EUB is Alberta's energy and utilities regulator and who publishes many documents each year containing critical regulatory decisions that affect the Energy industry in Alberta and influence decisions worldwide. The EUB needed access to both external and internal information and implementing a portal would give them the one-window access to all information the business required.

Challenge

The EUB's documents, applications and publications were all stored in numerous locations such as their intranet or network drives which were difficult to navigate due to its confusing and time consuming search capabilities. The EUB needed a communication tool that would funnel, disseminate and personalize all information relevant to the employee and their respective role.

The EUB had an intranet site that had been live for 3.5 years but it eventually grew static and stale due to:

- A lack of dedicated resources to keep the site current
- A lack of interest in producing content which in turn, drove the perception that the site was not used
- Not enough day-to-day job related content

"As with many organizations, the EUB was challenged with being able to find and access the right information at the right time with respect to corporate policies and practices. Ideaca helped the EUB to define our challenges, to understand the value proposition of a portal and to implement the solution."

Forrest Kvemshagen,
CIO

Alberta Energy and Utilities Board

Solution

Ideaca provided the EUB analysis and integration expertise throughout the feasibility and implementation of their Plumtree portal. With the implementation, the EUB employees had a one-window access to information and applications that would help them with their day-to-day business. Following the "inch high, mile wide" mentality, Ideaca was able to assist the EUB in better defining content that was relevant to the enterprise. Ideaca identified and delivered a solution that broke down information silos by providing visibility and awareness of critical information with the idea of "the right information to the right people at the right time".

Through Ideaca's comprehensive requirements gathering, information was constructed in a way that made sense to the organization as a whole by aligning with their corporate taxonomy. Using out-of-the-box templates, custom developed templates that addressed specific business requirements, and the integration of widely used applications; the EUB now had the foundation to find information they needed all in one place. By providing extensive education and training across the organization along with the development of self-service reference guides pertaining to all areas of the portal, Ideaca was able to align the corporate vision of the portal to staff confidence in the portal environment, resulting in greater success and engagement.