



CASE STUDY

COUNTRY OR REGION:

United States

INDUSTRY:

Energy, Utility

■ SOLUTION

After an evaluation of the existing website, IDEA integration team was able to map the vast portal that had connections into many internal JEA systems. Proposed solution, based primarily on Microsoft Windows 2003 Server, included an auto failover system that would switch external site users to a Backup, Disaster Recovery site in case of a failure of the Primary site. The failover solution based on Cisco Content Switching Modules and Global Site Selector appliances provided a way for a quick failover with a minimal loss of availability. A secondary, independent Internet connection to the Secondary site was included in a solution. The secondary connection would be supplied by an Internet provider different from a Primary site in case of an Internet Provider failure. Multiple connection points between sites, assured the data availability in case of a single component failure such as a Disk Array, SAN or a webserver.

JACKSONVILLE ELECTRIC AUTHORITY – JEA.COM SITE

■ CLIENT SUMMARY

JEA, established by the City of Jacksonville in 1895, is the largest community-owned utility in Florida and the eighth largest in the United States. With multiple generating plants and net generating capability of 2,361 megawatts, the JEA electric system currently serves more than 360,000 customers in Jacksonville and parts of three adjacent counties. JEA's water system serves more than 240,000 water customers and 186,000 sewer customers, or more than 80 percent of all water and sewer utility customers in our service area.

■ CHALLENGE

When JEA first started its website – jea.com, it was originally intended on providing mostly information to its customers, on the hours, location of the payment services and the current status of the electrical grid. Over the years the JEA.com site grew into a multifunction portal that provided customers with an ability to start and end service, pay the bills online, and view a live report on the status of the JEA services and outages. In addition JEA.com reported energy audits, online surveys and Public notices. The importance of the website grew and demanded a more stable environment that maintained a high availability even in the event of the catastrophic failure of the Primary site.

When you work with Idea Integration professionals—whether it's one person or an entire team selected from our nationwide organization—you also have the collective resources and commitment of MPS Group, a Fortune 1000 billion-dollar international services firm.

At Idea, we judge our success by our high number of repeat customers. We execute. And we deliver on our promises. Just ask our clients.