An Electrifying Relationship
Sunflower Electric Power Corporation

Our customer.

Sunflower, an expansive generation and transmission (G&T) cooperative, provides wholesale power to its distribution cooperatives that serve more than 400,000 people across the state of Kansas. For more than 50 years, Sunflower's goal has been to provide reliable and long-term electric power supply at the lowest possible cost.

With approximately 400 employees scattered throughout the state of Kansas in primary and satellite locations as well as in the corporate office, Sunflower relies on sophisticated technology to keep its business humming and to satisfy customers on a continuous, 24x7x365 basis.

"Today, technology is something we can't escape. Telephones, smart phones, other mobile devices – they all keep us connected 24x7. And, we all have laptops and desktops where we store and retrieve vital information that allows all users to do their jobs," said Jerry Herman, senior manager of corporate systems for Sunflower.

Data Intensity Products/Services Used by Sunflower

- ► Oracle E-Business Suite
- ► Hyperion
- ► OBI
- ► IDM (Identity Management)
- ► Oracle Functional Service Desk
- ► Disaster Recovery

Our relationship.

In 2007, Sunflower made the decision to move to the Oracle E-Business Suite as a key strategic element of its IT computing infrastructure. The next critical step was finding an experienced Oracle partner to assist with the migration. Initially, Sunflower skipped the bidding process and procured services from a reputable Oracle hosting provider.

The engagement seemed to go smoothly at first; but as time went on, Sunflower became increasingly displeased with the organization's performance and the frequent turnover of key personnel. Once the contract neared completion and Sunflower began thinking about migrating to the newest version of Oracle (Release 12), Herman began his search for another hosting provider. Herman recalls: "We looked at several other companies, but Data Intensity was far and away the most experienced and the most responsive vendor we encountered. The way they engaged with us throughout the selection process clearly demonstrated their commitment to the customer, which is exactly what we were looking for." Herman felt that Data Intensity's experience in successfully migrating other Oracle Version 12 clients and its promise to connect Herman's staff with an experienced Oracle Application DBA as a primary contact sealed the deal for him. The icing on the cake: Data Intensity was actually more cost-effective than the previous Sunflower Oracle hosting provider while employing a superior service delivery model.

Our results.

Three years later, Sunflower's IT staff continues to interface with the same team and the original Application DBA from Data Intensity. That same team has helped Herman and his staff confidently add software capabilities to its IT portfolio. New capabilities include sophisticated business intelligence software: OBI, Hyperion, Identity Management (IDM), and other mission critical applications in addition to Oracle's E-Business Suite.

Herman has also been extremely pleased with the way Data Intensity handles crisis management. He notes, "The reality is things happen in any computing environment. Data Intensity has been very instrumental when we've had issues either here at our site or at the data center. They find the problems quickly and get them rectified. I didn't get that level of service with our previous Oracle hosting provider." On a more personal note, Herman says, "Since we've begun working with Data Intensity, I get to leave work at a reasonable hour and have dinner with my wife, and I don't have to be worried about how things are running overnight."

From an ROI perspective, Herman couldn't be happier. Today his staffing remains at the same level as it was six years ago, even after adding numerous software applications. "Without Data Intensity as our hosting partner, there's no way that my staffing level could remain as stable as it has been over this amount of time," Herman reflects. "Data Intensity is really an extension of our staff and part of our company. I don't know what I would do without them; overall I would give them an 'A+.'"

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Herman sees a long and bright future ahead for Sunflower's relationship with Data Intensity. He has Data Intensity's service center on speed dial and appreciates his immediate access to network or database experts whenever he or a member of his staff has a concern that needs a quick resolution. With Data Intensity by its side, Sunflower's IT operation has been running successfully for more than three years, and Herman and team are not looking to change that relationship anytime soon.