TOKARA SOLUTIONS®

Ontario Energy Board

Utilities

Pivotal CRM

Who They Are

The Ontario Energy Board is **Ontario's independent regulator of utilities in the electricity and natural gas sectors in order to protect consumers and to serve the public interest**. Their goal is to promote a sustainable and efficient energy sector for today and tomorrow. The Ontario Energy Board makes decisions and rules to ensure that consumers are treated fairly and that the energy sector is reliable and sustainable.

Solutions

The Ontario Energy Board uses Pivotal to manage the highly complex policies that govern Ontario's electricity and natural gas utility providers. Pivotal is updated each year to accommodate the annual changes to those compliance rules and regulations that the Ontario Energy Board enforces. **Tokara Solutions followed our corporate values of stability and consistency by providing consistent resources over several years**. This has allowed them access to an extremely strong Pivotal resource with in-depth knowledge of Ontario Energy Board's systems, as well as the governmental guidelines.

> "Tokara's seniority and long term customer commitment matches perfectly with The Ontario Energy Board's complex business requirements."

Success Story

Tokara Solutions' resources worked closely with the Ontario Energy Board's IT department to **update Ontario's highly complex compliance regulations that utility companies are required to adhere to.** The resources supplied by Tokara Solutions also tightly integrate Pivotal to many additional systems and upgrade the Pivotal versions. Tokara Solutions continues to work side by side with the Ontario Energy Board to design, develop, test, and deploy new updates to Pivotal as required.

> "Tokara Solutions' vast Pivotal experience in conjunction with our commitment to providing senior and consistent resources, allowed the application to be a fundamental part of the Ontario Energy Board."