



PECO

Utilities

Saratoga CRM

Who They Are

Founded in 1881, Philadelphia Electric Company (a.k.a. PECO) now **provides electricity and natural gas to over 2 million customers** across southeastern Pennsylvania. PECO is the largest combination utility company in Pennsylvania, with a franchise utility service area of over 2,000 square miles. PECO prides themselves on advancing smart energy to provide safe, reliable, affordable and clean energy to their customers and communities. In 2000, **PECO became a subsidiary of the Exelon Corporation**, the largest fully-regulated utility company in the nation. Headquartered in Philadelphia, PECO employs more than 2,300 employees.

Solutions

Like many Saratoga customers, PECO is a utility company that uses the application to augment their **backend SAP system via tight integrations**. Saratoga provides **flexible energy programs and sales processes**. PECO engaged Tokara Solutions' top-end Saratoga Professional Services, which worked closely with Exelon's IT department so that their Saratoga 6.10 system could be upgraded to Saratoga 7.2. **Tokara's Professional services team is highly experienced in Saratoga upgrades**, allowing us to complete the work with low costs and quick turnarounds. Tokara Solutions is also highly experienced in working with the multifaceted processes required within large utilities.

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Saratoga 7.2 provides PECO with a stable CRM that can continue to provide significant value for many more years!

Success Story

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With Tokara Solutions' leadership, PECO is now live on Saratoga 7.2. The project only required 6 weeks duration from kick-off to go live. The effort required detailed coordination between Exelon's IT department, outsourced IT functions, PECO's business departments, and Tokara Solutions' Saratoga professional services team. Consequently, **Tokara Solutions assigned a senior project manager and a senior technical architect**. The result was tight coordination that led to a successful project. PECO is now working with Tokara Solutions for ongoing Saratoga enhancements and overall CRM planning.

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Tokara Solutions, Exelon, and PECO have established an ongoing partnership to ensure that PECO gets the maximum value from their Saratoga CRM.

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