



BG&E

Utilities

Saratoga CRM

Who They Are

With over 200 years of history providing Baltimore and the surrounding area with gas and electricity, Baltimore Gas and Electric (a.k.a. BG&E) continues to commit high-quality service to all their customers. BG&E is proudly the largest gas and electric provider in all of Maryland. With a service area of over 2,300 square miles for electricity and 800 square miles for gas, BG&E serves over 2 million customers in Baltimore and throughout 10 Maryland counties. Headquartered in the heart of downtown Baltimore, BG&E employs over 3,000 employees to provide gas and electricity to all of their customers.

Solutions

Like many Saratoga customers, BG&E is a utility company that uses the application to augment their backend SAP system via tight integrations. Saratoga provides flexible energy efficiency programs and sales processes. BG&E engaged Tokara Solutions' top-end Saratoga Professional Services, which worked closely with Exelon's IT department so that their Saratoga 7.0 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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As the largest provider of gas and electricity in Maryland, Saratoga 7.2 ensures BG&E has a CRM capable of providing stability and quick access to customer!

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Success Story

With Tokara Solutions' leadership, BG&E is now live on Saratoga 7.2. The project only required 11 weeks duration from kick-off to go live. The effort required detailed coordination between Exelon's IT department, outsourced IT functions, BG&E'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. BG&E is now working with Tokara Solutions for ongoing Saratoga enhancements and overall CRM planning.

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We loved Tokara's creative ideas for improving our system after the upgrade. We hope that they keep on coming!

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Customer Service Manager