

Our customer wants to “help build a smaller, wiser world.”

(We're helping with the 'wiser' part.)

Today's world of deregulated utilities offers both opportunities and challenges. Consumers want reliable and economic energy providers. Shareholders are demanding the highest returns on their investments. Meanwhile, new, sophisticated competitors are entering the market at record speed.

Utilities are examining every aspect of their businesses to ensure their ability to respond to today's demands and anticipate the needs of tomorrow.

PPL, headquartered in Allentown, Pennsylvania, has built its success on its ability to maintain a competitive edge. Eighty years ago, it was a tiny, steam and hydro-generated electric company.

Now, PPL operates globally, delivering energy to 6 million customers, marketing energy in 42 states and Canada, and generating electricity at power plants in the U.S., Latin America and Europe.

PPL is putting the words of its credo, “helping build a smaller, wiser world,” into action.

Its strategy for success is based on understanding customer needs and remaining focused on deliberate growth to maximize share-owner value.

PPL relies on its Information Technology to deliver accurate, uninterrupted, real-time information and services to employees and customers around the world.

PPL's technology leaders knew more timely performance reporting was needed to keep pace with the growing demands on the



“We were attracted by PerfMan's powerful reporting capabilities.”

Bob Gotthardt
Senior Technology Operation
Support Specialist
PPL

organization and its Information Technology.

Being able to quickly collect information about performance, storage and capacity was only part of PPL's requirements. It also wanted the ability to provide the right information quickly and in a way its IT customers could understand.

PPL chose PerfMan to provide the comprehensive, enterprise-wide performance management and capacity planning solutions it needs to achieve its IT goals.

Turn this sheet over to learn more about how PerfMan is helping PPL achieve its IT and corporate goals.



The power behind great IT decisions

PPL Corporation



INDUSTRY: Energy

HEADQUARTERS: Allentown, Pennsylvania

ORGANIZATIONAL

DESCRIPTION: Power utility operating in 42 states and Canada, with generation facilities in the U.S., Latin America and Europe. PPL controls about 11,500 megawatts of generating capacity in the United States, sells energy in key U.S. markets, and delivers electricity to more than 6 million customers in Pennsylvania, the United Kingdom and Latin America.

PPL has adopted an integrated corporate strategy to generate and sell competitively priced energy in key U.S. markets and operate high-quality energy delivery businesses in selected regions around the world.

THE CHALLENGE: Provide fast, accurate and easily understandable performance reports to enterprise-wide IT customers running on hundreds of UNIX and windows servers and multiple s/390 mainframe systems.

Solution needed to:

- Minimize personnel, hardware and software costs
- Be highly scalable to meet rapid business growth
- Integrate management of mainframe and open system architecture
- Provide superior service-level reporting to customers
- Offer simple and unintrusive deployability.

SOLUTIONS: **PerfMan** family of performance management tools including **PerfMan for Windows**, **PerfMan for Unix**, and **PerfMan for S/390** employed throughout customer IT infrastructure.

RESULT: PPL has managed to provide IT staff and customers with the precise information they need to maximize their use of PPL's Information Technology. Automated reports provide excellent service-level information with little or no use of IT staff time. PPL's multi-platform infrastructure quickly and easily integrated in system performance, capacity and service-level monitoring.

About ISM:

ISM, a Microsoft Certified Solution Provider, a worldwide Hitachi Data Systems business partner and a member of IBM's PartnerWorld for Developers, is a recognized industry leader in innovative solutions for capacity and performance management. PerfMan® provides a completely integrated solution for enterprise-wide performance management and capacity planning of z/OS, OS/390, Windows 2000/2003, VMware, UNIX and Linux systems, storage, applications and networks.

PerfMan was easily implemented into PPL's existing infrastructure, allowing PPL's IT staff and customers to drill down and produce charts on specific applications or resource consumption.

The result: PPL's IT staff and customers get the information needed to ensure service-level requirements are met and system surprises are virtually eliminated.

“We quickly realized PerfMan would provide visibility to performance and capacity issues across critical corporate applications.”

Bob Gotthardt
Senior Technology Operation
Support Specialist
PPL

PPL runs overnight scripting and posts charts to an Intranet web site. IT customers and staff can go to the site to view charts on their application performance and available capacity. They can readily print these charts directly from their desktop browsers.

In addition to its charting ability, PPL values PerfMan's architectural strengths.

“PerfMan's performance integration, automation and scripting server facilities are excellent.”

Bob Gotthardt
Senior Technology Operation
Support Specialist
PPL

PerfMan readily reports performance data from all enterprise platforms--UNIX, Windows and S/390.

PerfMan also allows PPL to highlight capacity issues and show IT users how to better distribute work to accomplish more.

As a result IT is maximizing PPL's technology investments and providing greater value for its customers and shareholders.

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