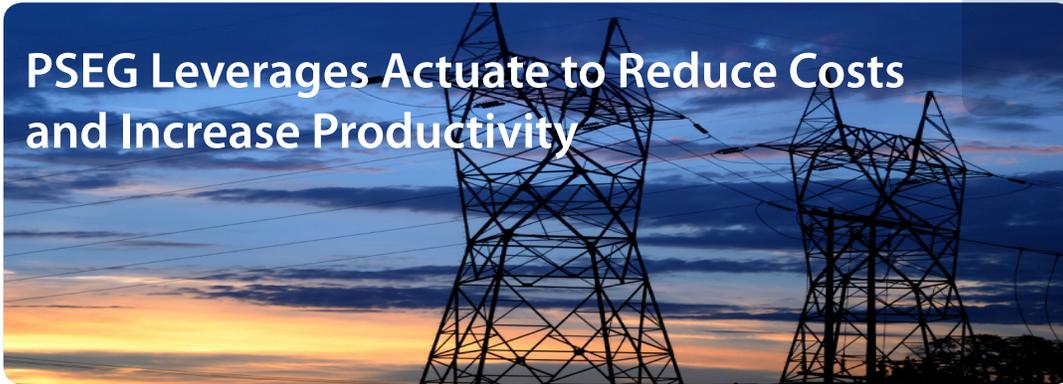


PSEG Leverages Actuate to Reduce Costs and Increase Productivity



"PSEG relies on Actuate for one of the most critical reports in our organization – the Business Performance Report. Actuate pulls data from multiple information sources and produces a single version of the truth."

— David Shor, Senior Business Process Design Specialist, PSEG Services Corporation

The PSEG Challenge

The clarity of a one-page statement on monthly actuals, plan and forecast with drilldown capability offers compelling value to any business. The larger the organization, the more critical the need.

The Commercial Operations Group at Public Service Enterprise Group (PSEG), a \$12 billion energy and energy services company headquartered in New Jersey, deployed the SAP Business Information Warehouse (SAP BW) to provide a data warehouse throughout its organization. PSEG found it difficult to use the reporting functionality within SAP BW to create its key financial performance statement called the Business Performance Report (BPR). The BPR is used by all of PSEG Services Corporation's business units and the management reporting team. Therefore, PSEG created multiple Excel reports to display the data needed for the BPR. This report generation process was manual and took

several days after the month-end close to produce.

"Teams throughout PSEG were spending a substantial amount of time producing reports and compiling analysis," states David Shor, Senior Business Process Design Specialist in the PSEG Services Corporation. "Not only was this process inefficient, but the data was often outdated by the time it reached the management reporting team."

The Actuate Solution

PSEG selected Actuate to deliver a critical financial management application for its business units and management team. The company selected Actuate over Business Objects and Cognos based on the following reasons:

- Ability to include revenue, expense and residual data, from multiple information sources, on a single page

> **INDUSTRY**
Energy & Utilities

> **COMPANY SIZE**
Over \$13 billion in revenues and approximately 10,000 employees

> **CHALLENGE**

- Compiling monthly Excel and SAP BW analysis was time-consuming and inefficient
- Financial information was outdated by the time received
- Produce at-a-glance snapshot of business and each unit with drilldown capability

> **SOLUTION**
e.Reports, e.Spreadsheet and Information Objects for financial management reporting

> **BENEFITS**

- Save twenty work days per month of a full-time employee by process automation
- Tailor reports to specific user needs, empowering users
- Improve development efficiency, freeing up IT resources



- Ability to store annotations at a cell level for each business unit that runs the report, and aggregate those annotations into a single report for management reporting analysis
- Flexible output, including Excel

“PSEG selected Actuate because it met all of our functional requirements and could integrate with the SAP BW infrastructure. We had multiple requirements for our reporting solution, including web-based, user-friendly and the ability to support multiple hierarchies and queries from a single report. In addition, Actuate was also the only solution that would allow annotations within a report at a cell level – a key requirement.”

Actuate e.Reports is integrated with SAP BW and aggregates data from multiple information cubes into a single presentation quality report will full annotation capabilities. Over the past couple of years, the Actuate Business Performance Report (BPR) has become one of the most critical reports in the PSEG Services Corporation. The BPR is a profit and loss Statement that compares actual, plan, and forecast data and is used by all business units, as well as the management reporting team. This report presents a clear, one page picture of PSEG’s financial performance, including summaries and forecasts for each business unit.

PSEG is also leveraging Actuate e.Spreadsheets and Information Objects to enhance the user experience and speed development. e.Spreadsheets enables PSEG to source data from both SAP BW and SAP R/3 and combine the data into a single report. Actuate e.Spreadsheets gives PSEG the ability to create dynamic, re-occurring formulas based on different nodes of multiple hierarchies. Links and formulas are based on the server, not in the spreadsheet, so deleting rows and columns will not affect data or formulas.

By partnering with Actuate Professional Services, PSEG completed the e.Reports implementation in two months and the e.Spreadsheets implementation in less than six months.

Benefits of Actuate

Generate cost savings

Prior to Actuate, PSEG relied on a manual, time-consuming process to create the BPR. Actuate has fully automated this process, pulling data from both SAP R/W and SAP BW in to a single report. As a result, PSEG has saved twenty days per month of a full-time employee because of the Actuate application, and is expected to save more time as additional reports are developed in e.Spreadsheets.

Practice Area: Business Center	Month					YTD				Total Actual Plan	Variance
	Actual Month	Plan Month	Forecast	Variance (Actual-Plan)	Var %	Actual YTD	Plan YTD	Variance %	Var %		
Billings	\$2,568,247	\$2,626,415	\$2,506,107	(\$58,168)	-2%	\$15,543,716	\$15,756,221	(\$212,505)	-1%	\$11,616,569	\$12,200
O&M	\$1,530,330	\$1,580,220	\$1,530,330	(\$49,890)	-3%	\$9,210,258	\$9,481,071	(\$283,112)	-3%	\$10,962,741	\$10,500
Power	\$848,450	\$822,895	\$736,210	\$25,525	3%	\$5,088,838	\$4,937,268	\$151,570	3%	\$9,874,733	\$9,200
Holdings	\$180,469	\$223,302	\$189,459	(\$33,033)	-15%	\$1,226,520	\$1,336,493	(\$109,973)	-8%	\$2,679,061	\$2,415
Capital	\$42,444	\$49,390	\$42,444	(\$6,946)	-14%	\$258,144	\$298,338	(\$40,194)	-13%	\$502,076	\$538
Operating Company	\$2,810,891	\$2,879,802	\$2,548,653	\$369,149	13%	\$16,803,860	\$16,964,589	(\$160,729)	-1%	\$32,109,266	\$32,784
O&M	\$1,804,354	\$1,779,616	\$1,804,354	\$24,738	1%	\$10,658,579	\$10,872,578	(\$12,999)	0%	\$21,343,847	\$21,426
PA Billing	\$1,804,354	\$1,779,616	\$1,804,354	\$24,738	1%	\$10,658,579	\$10,872,578	(\$12,999)	0%	\$21,343,847	\$21,426
Service Company	\$1,006,454	\$1,079,616	\$1,006,454	\$24,738	1%	\$5,698,979	\$5,872,578	(\$173,599)	-3%	\$20,343,847	\$21,426
Total Revenue	\$4,415,045	\$4,465,421	\$4,352,895	(\$148,376)	-1%	\$26,461,439	\$26,727,149	(\$265,710)	-1%	\$53,463,692	\$52,146

PSEG’s Actuate reports aggregate annotations, provide variance and revised forecast explanations as well as the ability to drilldown and expand to lower levels of details.

Tailor reports to user needs

Actuate offers a flexible, powerful development environment for precise control. The PSEG development team has not been limited in terms of the kinds of enterprise reports that can be delivered, ensuring that specific end user needs are met.

Improve development efficiency

With Actuate’s e.Spreadsheets, PSEG gets the power and customization capabilities of Actuate combined with the interactive and familiar interface of Excel. Power users are able to develop their own e.Spreadsheets reports, offloading the development from IT staffs.



The PSEG Future

PSEG will continue to leverage Actuate for financial management, as it has helped in reducing operating expenses while increasing user satisfaction. "Going forward, PSEG plans to increase the use of Actuate throughout our organization," states Shor.

About PSEG

Public Service Enterprise Group (PSEG) is a publicly traded (NYSE:PEG), growing energy and energy services company headquartered in New Jersey. The company delivers gas and electric service safely and reliably to areas of New Jersey in which about 70% of the population reside. PSEG has assets over \$28.6 billion and total revenues of \$12.2 billion, with over 10,000 employees.

The PSEG Services Corporation was formed in 1999 to provide quality, value-added services to internal clients within the PSEG family of companies. This division employs approximately 927 associates, who in turn provide transactional and professional products and services to 21 business units.

About Actuate

Actuate Corporation is dedicated to increasing the richness, interactivity and effectiveness of enterprise data, for everyone, everywhere. Actuate delivers the next generation RIA-ready information platform for both customer and employee-facing applications. The Actuate platform boasts unmatched scalability, high-performance, reliability and security. Its proven RIA capabilities and highly collaborative development architecture are backed by the world's largest open source information application developer community, grounded in BIRT, the Eclipse Foundation's only top level Business Intelligence and reporting project.

Global 9000 organizations use Actuate to roll out RIA-enabled customer loyalty and Performance Management applications that improve customer satisfaction and employee productivity. The company has over 4,200 customers globally in a diverse range of business areas including financial services and the public sector, many of which have a long history of deploying Actuate-based solutions for dozens, or even hundreds of their mission-critical applications. Founded in 1993, Actuate has headquarters in San Mateo, California, with offices worldwide. Actuate is listed on NASDAQ under the symbol ACTU. For more information on Actuate, visit the company's web site at www.actuate.com.