



*Cayenta*<sup>™</sup>



## ► CUSTOMER

Cayenta

## ► SECTOR

Hardware & Software Vendor

## ► COUNTRY

Canada

## ► CHALLENGE

Create and maintain an ERP system that suits a wide variety of customer requirements and keeps pace with rapid regulatory and business change

## ► RESULTS

- **Adaptability:** Cayenta's Uniface product has been rated #1 in its market for ease of modification, and the company credits Uniface's model-driven approach for its ability to accommodate complex requirements simply and fast – you update the model rather than changing the code.
- **Productivity:** Just 10 Uniface developers look after 100 customers and thousands of individual users, with annual releases providing valuable new functionality productively with simple changes to the application model (without having to re-code the entire solution).
- **Robustness:** Customers trust Cayenta with their mission-critical processing.
- **Competitiveness:** Cayenta's ability to cope with utility industry issues like smart metering has attracted customers away from competitors and encouraged others to replace in-house products. The company's growth averaged 17% in the six years up to 2013.

## Who We Are and What We Do

Located in Vancouver, British Columbia, Cayenta provides ERP software for the utilities market. We have a strong customer base in Canada and the US, and are now expanding internationally, initially targeting the Caribbean. We have 120 employees including 10 Uniface developers. Our stable management team has a wealth of industry and IT experience, with half a dozen key people who have been with us for 20 years or more. We are a division of Harris Computer Systems.

## Our Uniface Application

Our ERP system comprises Customer Information System (CIS), a financial management system (FMS) including billing, and an operations management system (OMS). The CIS is built in Uniface, and the FMS and OMS both have Uniface elements. These three offerings are integrated to provide a comprehensive ERP solution for the mid-market, something that gives us a unique position since our competitors in this market tend to target one of these three areas. It's worth noting that each of our three offerings can also be used on a standalone basis, or in conjunction with third-party products.

Uniface's model-driven architecture, and the resultant productivity, gives another major competitive advantage. Our customers are usually moving away from home-grown systems that have become cumbersome to support and maintain, and they want to be part of a product line. The model-driven approach means that even complex changes to functionality can often be achieved through configuration, without the need for custom code.

Around 100 organizations use our product, some of them municipal government and others cooperatives or private companies. The user populations within these organizations can range from a dozen to several hundred. In some cases, we also manage and operate the applications remotely on behalf of the client.

## Why We Partner with Uniface

Since we first started working with Uniface, around 20 years ago, we have always had a really strong relationship. We have a good two-way dialogue: We provide ideas about new ways we'd like to use the environment, and they make changes that respond to our needs.

In some ways we have a similar history and we feel that Uniface's recent change of ownership in certain ways parallels our acquisition by Harris, which has allowed us to do a lot of things that we had been wanting to. At any rate we are a good match culturally.

### What is PartnersUnited?

PartnersUnited is the Uniface program for all of its partners, including Independent Software Vendors (ISVs), System Integrators (SIs) and Distributors. The goal of PartnersUnited is to bring Uniface partners together into a community to facilitate networking, collaboration and cultivation. It is designed to help partners do more and sell more by extending their reach across markets and into high-growth areas while offering members a global network to uncover opportunities and find new growth avenues. Ultimately, it is about helping Uniface's ecosystem of partners to be even more successful.

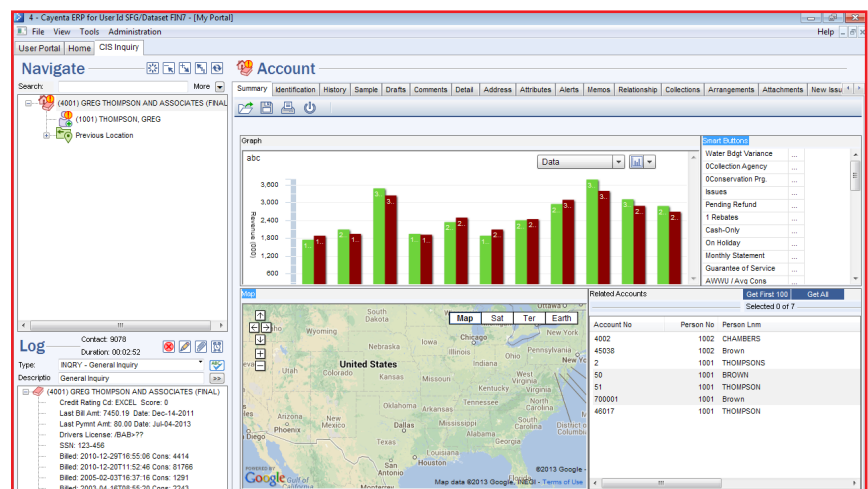
We work with both the North American Uniface team and the technical team in Amsterdam and find we have a lot of synergy with both.

We feel we have got more closely involved with Uniface in the past few years. The team has done a lot to engage their customer base, going well beyond account management to build a partnership with us.

### PartnersUnited and Us

We have enjoyed interacting with other partners at conferences. As a result of these occasions we have met partners with complementary products – for example we are currently talking to one that has a set of tools that we might be interested in using.

PartnersUnited is of great interest to us: It can provide us with a virtual environment where we can have this type of interaction with other partners in between conferences. It will be valuable to have regular WebEx sessions and other forms of regular communication with other partners.



**Cayenta's ERP  
system for the  
Utilities Market**

## 10 Ways Uniface Helps You Succeed

- #1** PRODUCTIVITY
- #2** RELIABILITY
- #3** SECURITY
- #4** INTEGRATION & REUSE
- #5** SCALABILITY
- #6** AGILITY
- #7** SUSTAINABILITY
- #8** TECHNOLOGY INDEPENDENCE
- #9** COMMUNITY
- #10** PARTNERSUNITED PROGRAM

## Technical Benefits We Gain from Uniface

With about 20 years of Uniface experience, we can state the benefits with confidence.

- Uniface's productivity, and specifically its model-based development approach, means that our applications can be easily configured to suit individual customer requirements and updated to accommodate market change; this adaptability gives us a major competitive advantage in our diverse and dynamic market.
- Uniface's robustness has helped us create applications that our customers trust to run their mission-critical processes.
- Ease of integration has helped us support the industry's move to smart metering and smart grid – this has won us customers. We can use advanced techniques like web services to integrate with other applications, although flat files are also an option if the other applications can't cope with web services.
- Uniface has helped us keep our user interface up to date, first with a move from character interface to Windows and now with integration between our screens and external ones such as maps from geographic information systems. We are also interested in Uniface's evolving support for mobile.
- Database independence is important for us because our market is split about 50-50 between Oracle and SQL Server. At one point we were missing half the market because we only supported Oracle, but Uniface allowed us to migrate to SQL Server.
- Platform independence is also valuable right now because our industry is standardizing on Windows. In the past a lot were Unix shops but that is getting harder as staff retire. Moving our application to Windows is easy and as it's exactly the same application running on either platform, there's no disruption for end-users



## A Future with Uniface

We have experimented with other tools such as Java with some success, but haven't seen the same productivity that we get with Uniface. And features of the latest Uniface releases make a really compelling argument for sticking with it.

Features that we are exploiting and/or looking forward to exploiting include the enhanced support for mobile and the widgets that improve the look of our user interface. Some of these features are allowing us to carry out integration at the front end as well as the back end: For example, there's a new HTML control that lets us embed some of our web-based applications in our screens.

Uniface has helped us stay ahead of our competitors for 20 years and we're proud that as well as the recognition we've achieved, our customers have won awards too. There's every reason to look forward to the next 20 years with Uniface.



# UNIFACE

Advanced Development Technology

## *About Uniface*

Uniface, the most productive, reliable development tool in the industry, provides a model-driven environment for the rapid development of scalable enterprise mission-critical applications. Learn more at [www.uniface.com](http://www.uniface.com)

