

# Toronto Hydro Powers Up its Staff with Panviva 6

Australian Software Firm Wins Contract to Supply Performance Support Software to Canadas Biggest Municipal Electricity Distributor

Canadas largest municipal electricity distribution company, Toronto Hydro, has purchased the Panviva 6 Employee Performance Support System from Australian software company, Panviva. Toronto Hydro will use the context-sensitive Panviva 6 system to train and support its employees as the organisation goes live with its new Mincom Ellipse enterprise management suite. Panviva partnered with Mincom for the sale, which will support up to 350 concurrent users in the Canadian power company. Toronto Hydro generates electricity for over 673,000 customers in the city of Toronto, distributing around 18 per cent of the power consumed in the state of Ontario. By providing context-sensitive information that is relevant to each individuals role within the organisation, Panviva 6 will significantly reduce the amount of training, technical support and supervision needed to ensure a successful rollout of the Ellipse software. It will also provide easy access to information about the companys business processes, policies and other operational systems to assist employees in performing their tasks as efficiently as possible. The Toronto Hydro sale is the latest in a series of international wins that has seen Panviva boost its overseas revenues to over 50 per cent of sales. Panviva CEO, Ted Gannan, said the implementation was an important reference site for the Australian company and would open the door to new opportunities. This sale builds on the strong relationship we have with Mincom, with which we share numerous customers, including Newmont Gold, Delta Electricity, the NSW Rail Infrastructure Corporation and the Department of Commerce, he said. Panviva 6 is about getting the most out of new business systems implementations with minimum cost and resources. Were proud to be flying the Australian flag, selling our systems to blue chip customers in over 10 countries and demonstrating that Australian software is equal to the best in the world. We have a strong client base in the financial, utilities, manufacturing and government sectors, and are actively expanding our partner network. This in turn is creating new opportunities for Panviva to demonstrate our superior performance support solutions, he said. About Panviva Panvivas Employee Performance Support System, Panviva 6, supports employees by giving them a single place to find all the information they need about how to do their work. With Panviva 6 providing fast access to operational knowledge, companies can significantly reduce training and support costs. Panviva 6 also reduces the risk of process and procedure non-compliance, the risk of end-users not adopting major enterprise applications or the risk of customer facing staff giving out incorrect information. Information about Panvivas products and services can be found at [www.panviva.com](http://www.panviva.com).