Traditionally, utilities have had little experience with competition or strategies for winning new customers. Consolidation and globalization have changed that, as the industry transforms into a more dynamic market-driven environment with fewer, larger companies. Deregulation has opened up new opportunities and new threats, forcing utilities to expand their focus from simply providing energy, to rethink their strategies and align them more closely with customer needs. Utility providers are therefore renewing activity directed at improvements in operations, use of information technology and automation of business processes.

In our selection we looked at the vendor's capability to fulfill the needs of utility companies through the supply of a variety of services that support core business processes of utilities, including innovation areas related to smart grid, smart energy services, smart generation, and smart customer management.

We also looked at the service providers' capabilities related to the deployment of cloud, Big Data and analytics, mobility, and social media in the specific context of the utilities business. We also evaluated the vendors support for utilities bridging the gap between IT and Operations Technology. We present to you CIOReview's 20 Most Promising Utilities Technology Solution Providers and Consulting Providers 2013.

Open Systems International, Inc. (OSI) is an automation software company providing advanced monitoring, control, analysis and optimization of energy production, transport and distribution for electric utilities. OSI offers secure Smart Grid solutions which allow integration of renewable energy sources, and consumer integration into the power production and delivery process. They have become a leader in this automation space, rapidly gaining market share due to their superior technology. OSI is a privately held company that was founded in 1992 and is headquartered in Minneapolis MN, with offices in strategic international markets.

- **Company:** Open Systems International, Inc.
- **Key Person:** Bahman Hoveida, President & CEO
- **Description:** OSI takes a lead in supply of open automation solutions for real-time energy management

With a new industry trend of integrating OT and IT, CIO's and IT leadership have been challenged to align their automation systems with their enterprise IT standards and organization. With a new industry trend of integrating OT and IT, CIO’s and IT leadership have been challenged to align their automation systems with their enterprise IT standards and organization. The complexity of keeping these systems up-to-date has presented challenges for meeting the strict Cyber Security mandates for protection of the utility's critical assets.

OSI's software offers an IT-centric platform that is well aligned with corporate enterprise standards and easily integrates the Operational Automation Platforms into the enterprise, addressing these traditional industry pain points. OSI has exceeded customer expectations by creating and maintaining solid partnerships throughout the life cycle of the project. The culture of architectural elegance, simplicity, innovation, security, reliability, user friendliness and openness is the company’s key design foundation.

Some of OSI’s key differentiators from its competitors include open architecture and available on multiple operating systems, standard product-driven strategy which enables the users to easily keep up-to-date with technology changes and product improvements; fast initial software deployments and subsequent upgrades; advanced Graphical User Interface based on Microsoft .NET technology; best customer satisfaction in the industry; best customer support; and lowest life cycle costs in the industry.


OSI has clients in all sectors of the utility industry, including large IOUs, mid-sized Generation and Transmission cooperatives, small municipalities and government entities. OSI has nearly 400 customers across North America and strategic international markets (India-ME, Latin America, Asia-Pacfic and Australia). They have been very successful in the electric utilities (Transmission, Generation, Distribution, and Renewables), large campus operations (Universities, large industrial installations, etc.), Cyber Security, wind energy and smart grid market segments.

OSI's business and leadership stability enables the company to establish long-term strategies aimed at enhancing their technologies by offering the most IT-friendly automation platform in the industry. Their commitment to quality and customer satisfaction is best highlighted in the corporate message given by Bahman Hoveida, the company’s President and CEO: "In order to succeed as an enterprise, we must build a superior open, secure and elegant product based on the latest open technology, sell it at a reasonable cost, deliver it in a timely manner and stand behind our clients every step of the way."
Smart grid projects can be deceiving.

The ultimate Smart Grid vision portrayed by many still remains nothing but a panacea. If you are interested in a practical, pragmatic vision of the Smart Grid and need your vision successfully realized, make us your partner. If you want results instead of reports or marketing campaigns and want a Smart Grid strategy which is sustainable both post implementation and year after year, make us your partner. We’ll help you plan and execute a realistic yet sensible vision of your Smart Grid strategy beyond smart meters and data warehouses, articles, press releases, commercials, speeches and odd partnerships.

Join the large number of utilities who, with our help, are quietly and solidly realizing their true Smart Grid vision.

**OSI**

We’ll help you navigate the unforeseen.

**osii.com**