


CPPA

Pakistan Electricity Market Operator

 Pakistan

 350 employees

 Electricity industry

The Central Power Purchasing Agency Guarantee Limited (CPPA-G) organizes and operates the competitive electricity market, administering electricity trade and payment settlements among generators, licensees, and consumers.

Its work is focused on maintaining a market balance, ensuring correct bilateral terms, and enabling each party to choose their buyer/seller.

35 agents

10 departments

180 services available on catalog

Case Study

How CPPA-G Created a Unified Support Experience With InvGate

Challenge

As the agency responsible for operating Pakistan's competitive energy market, CPPA-G serves numerous stakeholders at once. This complexity was handled with multiple email threads, making support operations slow and entangled. Adding watchers and collaborators from different departments was confusing for everyone involved – especially for complex issues – and managers found it difficult to get a clear picture of how the departments were performing because they couldn't access standardized metrics.

Solution

In early 2022, the Agency selected the digital transformation consulting firm Rovingapps to implement and grow its operations with InvGate's solutions. With InvGate Service Management, CPPA-G found a tool that could effectively serve IT and non-IT departments and external entities by centralizing all support operations in one user-friendly place. Furthermore, it was able to standardize processes to achieve service excellence and adopt the path to ISO 20000 certification.

✓ Centralized service catalog

Their main goal for the Service Management implementation was to consolidate their catalog of 180 services into a single point of contact (SPOC) platform to ensure user adoption and eliminate the reliance on email threads for support.

✓ Self-service portal

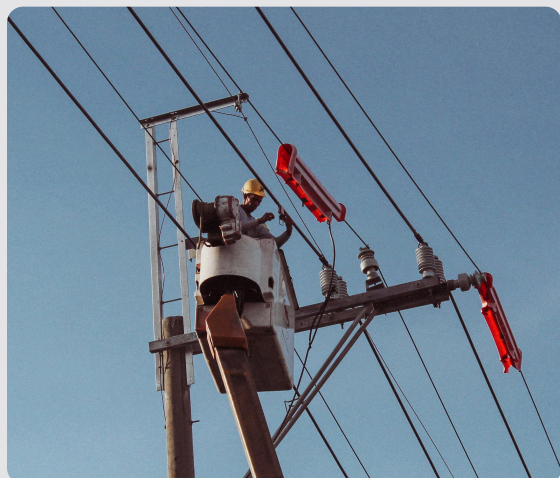
Designed with an intuitive interface and mobile accessibility, the self-service portal rapidly gained popularity among users who relied upon it to report incidents, track requests, and access the CPPA-G catalog.

✓ Multi-department flexibility

InvGate's flexibility allowed CPPA-G to configure the system for multiple departments, with customized access and visibility settings for each of its ten areas. Since InvGate is permissions-based, admins were able to grant permissions to watchers and collaborators at no cost, improving visibility and accountability across the organization.

✓ Custom dashboards and reporting

The ability to create tailored dashboards and reports allowed CPPA-G to visualize data that is most relevant to their operations, making it easier to monitor performance and make informed decisions.



"With InvGate Service Management, we have been able to essentially achieve support synergy. There is one place to go: users love the new portal experience, which is an absolute game-changer for us. Even though it's spread across different groups and teams, it's one place to go for help. From an end-user perspective, we are now one complete support department, which is amazing."

Arshad Javed Minhas
Chief Information Officer at CPPA-G

InvGate Asset Management integration

Integrating InvGate Service and Asset Management significantly enhanced CPPA-G's support operations by providing complete visibility into their IT inventory.

This combination allowed the agency to connect their service desk functionalities with Asset Management capabilities, enabling a more efficient and streamlined approach to handling IT requests and incidents.



Reliable data

With InvGate's agent-based architecture, CPPA-G gained access to trustworthy data on its asset's health, including hardware specifications, software licenses, and compliance details.



CMDB

Served as a single repository for all IT asset information, including hardware, software, network devices, and user equipment. This centralization provided CPPA-G with a comprehensive view of its IT environment to effectively manage the lifecycle of its assets, from acquisition to retirement.



IT Asset Management

Provided a unified inventory of all IT assets, including hardware, software, and contracts, which helped CPPA-G optimize resource allocation and ensure compliance with regulatory requirements.

Discover a new way of managing your IT operations

Work smarter, not harder with InvGate solutions.

