



# Irving Oil

## Billing Data Conversion

### CLIENT PROFILE

Irving Oil is a privately-held regional energy processing, transporting, and marketing company headquartered in Saint John, New Brunswick, Canada, with U.S. marketing operations in Portsmouth, New Hampshire. With over 800 fueling locations, operations from eight distribution terminals, and a delivery fleet of tractor-trailers, Irving Oil serves wholesale, commercial, and retail customers in Atlantic Canada, Quebec, and New England.

### BUSINESS CHALLENGE

Irving Oil was looking forward to the many benefits that would be realized from installation of the new, state-of-the-art and feature-rich ADD Energy billing system.

However, to achieve business goals, it was critical that existing customer files and two years of billing history be visible on the new ADD Energy billing system immediately following cutover from the old system.

With hundreds of thousands of repeat customers spanning two countries, and product orders and financial transactions occurring on a 7 x 24 basis, data conversion from existing systems to the new ADD Energy system needed to be fast and accurate.

But, with so many products and services offered to a variety of customer types in two countries,

and considering business changes that had occurred over decades, rules for data conversion would not be simple or straight-forward. And, the volume of data requiring transformation would be formidable.

### PARTNERING FOR SUCCESS

Irving Oil needed a partner experienced in processing large volumes of data quickly and reliably. This partner would need to work with Irving Oil to come up with a plan to ensure that long-forgotten data anomalies would be uncovered, comprehensive billing data transformation rules would be established, and that the massive volumes of data would be converted in a timely manner.

Irving Oil put their trust in Trigon to be their partner on this high-profile initiative, given Trigon's reputation for delivery.

### DELIVERING THE SOLUTION

Initially Trigon worked together with Irving Oil to uncover data anomalies and to define data transformation rules.

Next, trial conversions of select data sets were performed to estimate conversion times and to define strategies for ensuring rapid data availability at cutover. Strategies included spreading the work load across multiple servers, as well as defining the priority sequencing of conversions.

Finally, Trigon worked with Irving Oil to perform the production data conversions from existing data sources to the new ADD Energy system.

### RESULTS

Trigon and Irving Oil representatives worked as a smooth-running team to define data conversion rules and to perform test runs. The production data conversion was performed according to plan, with high quality and without incident.

### ABOUT TRIGON

Trigon Computer Solutions Ltd. specializes in the development of enterprise-class, web-based applications for customers requiring scalable, high availability solutions that bond businesses with partners, service providers and customers.

For more information about Trigon's ability to provide solutions to your company, contact Trigon at [sales@trigon.ca](mailto:sales@trigon.ca) or (905)470-4044.

**"Trigon never fails to  
deliver on  
commitments."**

Dave Knott  
Program Manager,  
Irving Oil

