



CUSTOMER

Unnamed Public Power Company

INDUSTRY

Public Utilities

EMPLOYEES

2,000-5,000

FISHBOWL PRODUCTS & SERVICES

ControlCenter

Advanced User Security Mapping

Office Online Server Connector

Content Migrator

ORACLE PRODUCTS & SERVICES

Oracle WebCenter Content (WCC)

WCC Records Management

WCC Capture

WCC Forms Recognition

STRATEGIC VALUE

Transformed audit posture from reactive to proactive

Enforced defensible retention and disposition policies

Increased visibility into records lifecycle and compliance

Positioned for long-term governance maturity

Built a foundation for future digital modernization initiatives

REDUCING COMPLIANCE RISK AND CENTRALIZING 23 MILLION RECORDS FOR A PUBLIC UTILITY COMPANY

Fragmented content systems and inconsistent records practices created operational inefficiencies and regulatory exposure for a large public power utility company. Audit preparation required manual effort, document retrieval was time-consuming, and retention policies were not consistently enforced across departments.

Fishbowl Solutions delivered a centralized governance framework aligned to ISO standards, implementing formal records classification, retention automation, and role-based access controls. Within months, the organization consolidated 23+ million records, accelerated document retrieval, and strengthened its ability to respond confidently to audits, investigations, and regulatory requests.

REAL ROI RESULTS

- 23+ million records centralized into a single system of record
- Audit risk reduced from high severity to fully remediate
- \$2M liability exposure document now retrievable in seconds (previously took 6 months)
- 4,000+ documents packaged overnight for proactive audit response
- 45% improvement in document retrieval speed
- 1,500+ operational documents consolidated; SOP library reduced by 27%
- Enabled enforceable retention schedules, legal holds, and defensible disposition

BUSINESS PROBLEMS

The utility company faced systemic records and compliance challenges common to regulated public-sector organizations.

Key challenges included:

- Zero trust in managed records (~5% of records formally captured)
- Months required to locate critical compliance documents
- Duplicate and unmanaged records increasing legal exposure
- Inconsistent retention policies across departments
- Limited ability to restrict or audit access to sensitive records
- Minimal visibility into lifecycle management and compliance status
- Pressure to meet ISO 15489 and ISO 30300 governance standards

SOLUTIONS HIGHLIGHTS

Fishbowl delivered a tailored, ISO-aligned governance solution built for public utilities.

- Centralized records and enterprise content management across departments
- Standardized metadata model aligned to updated records policies
- Automated retention schedules and legal holds
- Role-based access controls for sensitive content
- Improved enterprise capture and validation processes
- Administrative dashboards for lifecycle monitoring and audit visibility
- Advanced user security mapping to restrict access when required
- Seamless integration with existing utility systems

TECHNICAL SOLUTION

The solution leveraged Oracle WebCenter technologies to create a secure, scalable governance foundation:

- **Oracle WebCenter Content:** Centralized system of record enabling cross-department collaboration while enforcing governance standards
- **Oracle WebCenter Records Management:** Formal records classification, retention schedules, legal holds, freezes, and auditable disposition
- **Oracle WebCenter Capture:** Standardized ingestion and validation ensuring compliant metadata entry
- **Advanced User Security Mapping:** Ensured correct role-based access across departments and enabled rapid restriction of access during investigations

FUTURE STATE

With governance now institutionalized, the utility is positioned to:

- Expand automated records capture across additional business units
- Increase analytics and reporting capabilities for compliance leadership
- Integrate additional enterprise systems into the governance framework

Continue improving records capture rates toward full enterprise adoption