

The Dream™ System

Frequently Asked Questions

1. What is the Dream™ system?

The Dream™ system is a web based electronic Docket Management system specifically designed to control all rate case related data flow in a regulated utility. **Dream™** is an acronym for Data Request Easy Access and Management System.

2. What features does the Dream™ system offer?

The Dream™ system provides a unique collaboration platform for processing large amounts of litigation data within a regulated utility. While speeding up the whole response process, it also streamlines the review and approval processes for outgoing responses. **The Dream™ system's** intelligent full-text search engine enables company administrators to reach all relevant information within a docket in a matter of seconds.

The Dream™ system also delivers user-friendly screens, Google® like search results, a query builder, real-time system generated e-mail messages and more.

3. What are my options to deploy the Dream™ system and how long would it take to do it?

The Dream™ system can be deployed in two different ways:

The first one is **as a web service**: If your company has 24/7 internet access, **The Dream™ system** can be used over the Internet via secure connections to our servers. This scenario definitely reduces deployment time and eliminates the need for network and system administration tasks.

The second way to deploy **the Dream™ system** is **as an appliance**: If your company only has an internal computer network without access to the Internet or with very limited access then you might want to choose this option. **The Dream™ system** Appliance is a pre-configured server (or multiple servers working as a cluster), ready to run upon connection to your company network.

Both deployment scenarios can be implemented in a matter of days -not weeks or months- and you can start using **the Dream™ system** right away.

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4. Why offer a web service / an appliance instead of shipping traditional enterprise software?

The Dream™ system Web Service and Appliance both deliver a simpler, more reliable solution with a lower total cost of ownership (TCO) than traditional enterprise software can offer. Because all customers run the same configuration we're able to develop new features more quickly. And you get a lower TCO because you don't need to manage the complexities of the underlying operating system yourself.

5. Does the Dream™ system handle other digital information?

Yes. **The Dream™ system** acts as a digital document repository for all your electronic files by letting you attach them to Docket entries. It can also recognize and index more than 200 different file types' content on the fly, making their content searchable and available to all users.

6. Does the Dream™ system work with Microsoft Office, Lotus Notes, etc.?

Yes. **The Dream™ system** can recognize MS Office, Lotus Notes and other office productivity suites. It can also be made a part of MS Outlook by setting up a new view.

7. Does the the Dream™ system handle confidentiality?

Yes. **The Dream™ system** provides a flexible implementation of several levels of confidentiality. You can customize user access to different levels of confidential data or to different parts of the system.

8. What if something goes wrong with the Dream™ system Appliance hardware?

energytools supports **the Dream™ system** Appliance hardware for the entire license term, which includes maintenance and replacement if necessary. The clustered models can withstand multiple hardware failures and will continue serving without any downtime. When using the single-server, many **Dream™ system** customers choose to deploy two units and mirror them for added reliability.

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9. Do I need to know how to administer Linux / Microsoft Windows to run the Dream™ system Appliance?

No. You never need to deal with the underlying operating system when administering **the Dream™ system** Appliance. This is one of the ways energytools keeps the total cost of ownership (TCO) low.

10. Is the Dream™ system available internationally?

Yes, **the Dream™ system** Web Service can be reached over the Internet with necessary security measures in place. **The Dream™ system** Appliance is currently available for U.S. and Canada.

11. How do I buy the Dream™ system?

Contact us at (800) 719-5735, an energytools sales representative will assist you.