



**FOR IMMEDIATE RELEASE**

**Baltimore Gas and Electric Selects MITEM  
for Legacy Integration Initiative**

*MITEM Legacy Interface Rejuvenates Customer Information System  
BGE Anticipates \$1 Million Savings Annually in Customer Service Operations*

**MENLO PARK, Calif.**, September 25, 2001 – MITEM Corporation, a leading provider of legacy integration software and e-business solutions for Global 2000 companies, today announced Baltimore Gas and Electric Company (BGE) has selected its legacy integration solution, MitemView, as the enabling component in its new customer service application.

GUIDance is an application that taps vital legacy data that the 175 BGE customer service reps need to effectively answer the three-to-four million calls they receive each year. When GUIDance is fully deployed, BGE expects to significantly improve customer service and save nearly \$1 million each year in service operations. The expected savings would come from reduced training costs and time, and by providing quicker resolution to customer needs.

Founded in 1816, BGE is one of the nation's oldest gas utility and one of the earliest electric utilities. BGE, a member of Constellation Energy Group (NYSE: CEG), serves more than 1.1 million electric customers and nearly 600,000 gas customers throughout Central Maryland. CEG plans to separate its wholesale merchant energy and retail energy businesses into two stand-alone, publicly traded corporations later this year, once all required approvals and rulings have been obtained.

“BGE is now focusing exclusively on delivering power to customers, while Constellation is focused on generating and selling power wholesale. Thus, BGE's new charter demands the utmost level of customer service,” said Alan Stambaugh, IT Project Manager and consultant for BGE. “Our current CIS system served the company very well over the past 10 years. However, with our new corporate mandate, we need to enhance our customer service processes, yet retain

the \$100 million we'd already invested in our existing CIS. MITEM enabled us to surmount this challenge rather painlessly.”

BGE developed its customer information system (CIS) in 1989. It runs on an IBM System 390 mainframe and handles all billing, file maintenance and online access, using data from an IBM DB2 database, the company's central customer data center. The new GUIDance system, powered by MITEM's legacy integration software, is an application that serves as the interface between BGE customer reps and the company's CIS system and mission-critical legacy data.

In some cases, BGE customer service reps had to access up to 12 screens of information, one by one, to answer a customer inquiry. MITEM is the key interface that enables BGE to get information from its mainframe and display it simultaneously in multiple screens on the desktop with a Windows environment look and feel. With the GUIDance system, reps can get all the customer information from multiple windows on a single screen, rather than laboriously opening and closing several 3270 screens.

“MITEM's non-invasive approach combined with its asynchronous, high data acquisition rate helped us take a very difficult technical problem, make sense of it and deliver a new system that is very easy to learn and use,” said Stambaugh. “With MITEM, we quickly developed and deployed a system that meets our technical and business objectives.”

With GUIDance, BGE can potentially cut its customer service rep training time, from 29 weeks to less than 10 weeks, because the system is so easy for new employees to learn. They also estimate the system will shave up to seven seconds off each customer call. With three-to-four million calls per year, that translates into thousands of work hours saved.

“The true value of MITEM lies in its ability to provide a single interface that retains existing legacy investments, and integrates them with new mission-critical applications, such as BGE's GUIDance system, that need to be up and running very quickly,” said Martin Fincham, vice president of marketing for MITEM. “Companies can immediately see the return on investment, while simultaneously laying the groundwork for future strategic integration initiatives.”

GUIDance is in place at BGE's training and usability labs and is scheduled for full deployment in three phases. Phase one, which will provide information to handle customer inquiries regarding power problems, general information and collections, will be completed by the end of September. Phase two, which contains all of the billing screens, is also scheduled for

implementation by the end of September, 2001. Phase three will encompass Service Orders and is expected to be completed in December, 2001.

**About Baltimore Gas and Electric Company (BGE)**

BGE is a subsidiary of Constellation Energy Group (NYSE:CEG), a holding company that also has energy-related businesses focused mostly on power marketing, generation and portfolio management. Constellation Energy Group reported combined revenues of \$3.9 billion and assets of \$12.4 billion in 2000. Web site: [www.constellationenergy.com](http://www.constellationenergy.com)

**About MITEM**

Founded in 1985, MITEM is a leading provider of legacy integration software and e-Business solutions for Global 2000 companies. MITEM solutions deliver rapid, measurable business value by achieving integration through reuse, without restricting future infrastructure investments. The company's patented non-invasive model enables disparate information resources to cooperate in a truly distributed environment, thus providing the broadest potential range of integration in the industry. MITEM uniquely enables customers to remain agile in the unpredictable *Integration Continuum*, thus ensuring an integration solution that is highly adaptable today and in the future.

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