

CASE STUDY



integral
delivering the complex

WORKING WITH ENERGEX

In an Australian first, ENERGEX crews are now using high-tech mobile-linked laptop computer systems in maintenance vehicles to help them restore power faster after outages. An industry team made up of Integral, ENERGEX, SPARQ, LiTMUS Group, MDSI – Advantex (now Ventyx) and led by prime contractor TUSC (now Ericsson), was the key to the success of this project.

Based in South East Queensland, ENERGEX has been providing electricity to Queenslanders for more than 100 years. ENERGEX manages sophisticated energy distribution networks and delivers world-class energy products, services and expertise to one of Australia's fastest growing communities.

THE CHALLENGE

ENERGEX had a low level automation system in place for its field workers that was not handling the increased quantity of data or providing sufficient accuracy or speed of delivery to the field. In replacing this system ENERGEX wanted to achieve the following goals:

- improve customer service levels
- assist field staff in completing field work (improving safety & performance)
- use a smarter, integrated electronic schedule and dispatch tool (Ventyx Service Suite).

THE SOLUTION

The solution uses Field Force Automation (FFA) technology, implemented with the latest release of the Service Suite solution from Ventyx and incorporated the integration of

a number of ENERGEX's host systems. ENERGEX crews now locate faults in the network faster than ever before through satellite navigation, tracking and dispatch. The FFA computer system provides field crews with unprecedented access to electronic information about outages and customer premises from their vehicle. The reduction in phone calls, travel time and paper will help increase efficiency significantly during storms and other peak periods. Millions of people across more than 25,000 square kilometres throughout South East Queensland and northern New South Wales now benefit from the new system that provides faster response times and more accurate information to field crews.

INTEGRAL VALUE ADD

Integral's role in this project was to integrate the Ventyx Service Suite FFA technology with the existing ENERGEX host systems.

"This was a particularly rewarding project for Integral as it extensively used our integration methodologies, intellectual property and best practice based approaches, to build a robust and scalable SOA (Service Orientated Architecture) based solution. The entire project was based on Oracle Fusion Middleware™ and we are specialists in this area."

- Integral's Managing Director, Cameron Tuesley.

Integral integrated ENERGEX's service call management system with the Ventyx Service Suite solution and is currently integrating a number of other host systems for the purposes of support asset management and Full Retail Contestability through the Ventyx Service Suite. Integral's work included analysis, design and implementation of the Oracle Fusion Middleware™ based architecture, using Integral's in house Integration Methodology and industry standard architectural models. Integral was also responsible for project managing the actual integration project.

"Integral has done a great job integrating the field force automation software with ENERGEX's operational and back office systems. Working together, we have delivered a wonderful solution to ENERGEX and to its customers in Queensland. ENERGEX's FFA Project will become the benchmark that all other utilities in Australia will measure against as they inevitably move to adopt field force automation as the key means to transforming and automating their field service organisations."

John Avramidis, General Manager Utilities and Resources for TUSC Computer Systems Pty Ltd.

This involved developing a close working relationship with integration developers, business users and all stakeholders. The success of this project was in working as a team to understand, document, prioritise and develop a flexible solution that met the needs of the business. The solution uses messaging, XML, flexible business rules and a layered SOA architectural model to support a highly scalable and flexible integration solution.

THE BENEFITS

The new system, built with Ventyx Service Suite and Integral's own intellectual property, has helped ENERGEX to achieve all of their goals.

Its major benefits to ENERGEX are:

- cost reduction (Automation saves on staff costs and their related activities)
- reduction in number and length of phone calls and their associated costs
- better scheduling capabilities
- reduced travelling times for field workers and in turn increased work efficiency
- safer more accurate system due to reduced phone reliance particularly during wild weather conditions
- greater accuracy in procedures ('Switching Sheets' [hard copy standard operating processes] abolished and spatial coordinates used)

- system allows for future automation through complex ordering as it understands dependencies (eg. decisions currently made by the Emergency Staff Team can become largely automated)
- information about vicious dogs on meter read routes easily dispatched.

ABOUT INTEGRAL

Integral is a leading provider of business and technical solutions and services for organisations with complex IT needs.

Established in Australia in 2001, Integral operates across Australia as well as extensively throughout South East Asia, working mainly with telecommunication companies, government departments, financial institutions or any organisation that has a critical business reliance on information technology.

At Integral we specialise in delivering the complex. If your business relies on IT, if it is critical to your success, then we can help make it simple and provide great outcomes.

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