

\$3.5 MILLION IN ANNUAL SAVINGS

Zero interruptions during transition as AusNet Services chooses Geomatic Technologies' onshore/offshore data maintenance model



CHALLENGE

In mid-2015, AusNet Services began investigating revised service delivery models for its data maintenance activities (updating data in GE Smallworld, SAP Enterprise Asset Management and AutoCAD). While the existing service delivery model provided quality outcomes, the data requirements and the associated costs were continuing to increase.

Like other providers operating in the Australian energy sector, AusNet Services is increasingly data driven, collecting and analysing vast amounts of information to identify opportunities for service improvement, operational efficiency and risk mitigation.

The company needed a data maintenance program that would be more cost-effective, provide the same quality outcomes and offer continuing opportunities for improvement.

SOLUTION

AusNet Services engaged Geomatic Technologies (GT) division to examine the available service delivery models. Understanding AusNet Services' regulatory requirements in areas such as QC/QA, production SLAs, control room (CEOT), Dial-Before-You-Dig and Underground Asset Record Management, GT's recommendation comprised two components: a blended onshore/offshore model with GT maintaining a close working relationship with AusNet Services onshore while overseeing offshore resources to reduce labour cost; and transformation of workflow through process improvement and technical integration to reduce overall cost.

The transition had a two-month schedule and the following mission statement: "AusNet Services employees to notice no changes to services." That meant quality and productivity had to be maintained throughout the process with zero interruptions and without any noticeable impact.

RESULTS

GT transitioned AusNet Services' data maintenance activities to the new service delivery model within the agreed program time frame and there was no impact on quality or productivity during the changeover. Not only did GT successfully deliver on the transition mission statement, some AusNet Services employees even inquired when the transition would commence post-completion.

With 10 resources based in Melbourne and approximately 70 resources based in Hyderabad, India, GT's data maintenance for AusNet Services has now entered the business-as-usual phase with expected savings of up to \$3.5 million annually, 20% more than the savings estimated during the assessment phase. Process improvement and technical integration strategy development is currently proceeding as we look for further ways to deliver ongoing benefits for AusNet Services.

FOR MORE INFORMATION

Garry Beacroft, Senior Manager – Data Maintenance
M. 0431 905 032 | E. gbeacroft@geomatic.com.au



Geomatic Technologies managed the transition to this new model in an extremely challenging timeframe while ensuring existing business-as-usual services.



David Matassoni
Manager – Network Business Process,
AusNet Services

ABOUT THE CLIENT

AusNet Services is an energy delivery business that owns and operates Victoria's largest network of electricity and gas infrastructure with over 1.3 million customers and approximately \$11 billion worth of electricity and gas distribution assets.

PROJECT LOCATION:
Australia and India

VALUE:
Estimated \$3.5 million
annual save

TIME FRAME:
November 2015 and ongoing