

InService Key to Increased Outage Management Capability for Aurora Energy



Aurora crews face the highs and lows of Tasmanian weather conditions.

INTERGRAPH'S FLEXIBLE SOLUTION FOR AN EVER-CHANGING ENVIRONMENT

THE CHALLENGE:

Before implementing InService, Aurora Energy Pty Ltd's Network Division had been relying on what it described as a "dated and ageing", home-grown Outage Management system. The system managed outages and outage activity data, but it did not allow the Network Division to meet targets defined in its divisional scorecard, the increasing expectations of its customers, or the increasing demands of a national market with multiple retailers.

The division, which manages and develops the company's distribution assets, needed a system that provided increased outage management and analysis capability; one that would allow it to meet the demands of a competitive market environment and one that delivered core outage management services to numerous retailers.

Several alternative solutions were investigated and only one possessed geospatial capability and had the ability to deliver to multiple retailers: Intergraph's InService. The software also reduced the re-entry of information into other systems to cater for 'after-the-event' asset management, and is the only product on the market that provides fully integrated outage and asset management technology in a single application.

THE PROJECT OBJECTIVES:

- Deliver increased outage management and analysis capability to the Network Division
- Gain greater efficiencies through increased automation of processes and the reduction in multiple re-entries of data
- Gain leverage from the progression of the business towards the full Geospatial management of its Distribution Assets

PROFILE:

Name - Aurora Energy

Web site - www.auroraenergy.com.au

Aurora Energy is an innovative, customer-focused Tasmanian company whose core business is the distribution and retailing of electricity. The company has 1170 employees, manages \$940 million of core assets including the supply of electricity to 220,000 domestic installations and 43,000 business installations. The Network Division is responsible for the management and development of distribution assets including poles, lines and substations, asset stewardship and works management, including arranging contracts and service agreements for construction, operations and maintenance activities.

PRODUCTS USED:

- InService

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Robert Seaburn, InService Project Manager, Aurora Energy

THE SOLUTION:

InService was selected to provide call taking, fault analysis and dispatch functions as it was the only solution that aligned with Network Division's IT strategy for Geospatial asset management. It was also able to interface with Aurora's core applications, producing all the reports that were usually provided manually by the Fault and Distribution team. The solution also provided predictive out-age analysis and comprehensive outage history, which contributes to further reductions in SAIDI (System Average Interruption Duration Index) and SAIFI (System Average Interruption Frequency Index) figures.

"Analysis of the technology determined that InService is the Outage Management system that best supports almost all aspects of our outage management and outage analysis process. It has the flexibility to meet the changing business environment and changing customer expectations. It also provides the flexibility to support changing Regulatory and TEC requirements," said Robert Seaburn, InService Project Manager.

"As well as training our staff to manage the new platform and ensure there are no adverse outcomes from the implementation, Intergraph also provided suitable understanding and training to allow our IT infrastructure service provider to manage the ongoing support," he added.

Aurora Energy also used an innovative, staged approach to deliver the complete outage management system. Delivery was in two components: 'What Is' capability (stage 1), which are the core functions of outage management that are likely to remain constant within an ever-changing business environment, and 'To Be' (stage 2), capability, which is the addition of other functional requirements required to gain flexibility in an un-regulated environment.

Stage one was successfully delivered in November 2006 and implementation is underway for stage 2 delivery over the next 18 months.

BUSINESS BENEFITS:

With the new outage management system in place Aurora Energy now has:

- Increased outage management and analysis capability
- Greater efficiencies through increased automation of processes
- Reduction in multiple re-entries of data
- Leverage from the business' progression towards the full Geo-spatial management of distribution assets

"InService has now positioned Network Division to meet the demands of a competitive market environment, particularly the functional requirements for delivery of core outage management services to multiple Retailers," said Peter Goninon, Senior Network Engineer.

THE FUTURE:

Network division is working on stage 2 delivery. This includes the stream-lining and automation of existing processes to gain greater ability to analyse outage information and to gain leverage from other systems already in use, but which were not integrated with the InService system.

The division is also working on integrating the system with map data from G/Technology, Intergraph's commercial collection of best practices that address customers' visions for cost containment, process improvement, systems integration, customer base retention and new service opportunities. The integration will enable implementation of Trouble Analysis, an application used to analyse calls received and provide an amalgamation of multiple calls within the same area, escalating the calls upstream into a network fault.

For more information, visit www.intergraph.com

ABOUT INTERGRAPH

Intergraph Corporation is the leading global provider of spatial information management (SIM) software. Security organisations, businesses and governments in more than 60 countries rely on the company's spatial technology and services to make better and faster operational decisions. Intergraph's customers organise vast amounts of complex data into understandable visual representations, creating intelligent maps, managing assets, building and operating better plants and ships, and protecting critical infrastructure and millions of people around the world.

