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AURORA ENERGY SIMPLIFIES WORKFLOWS USING GEOMEDIA® SMART CLIENT
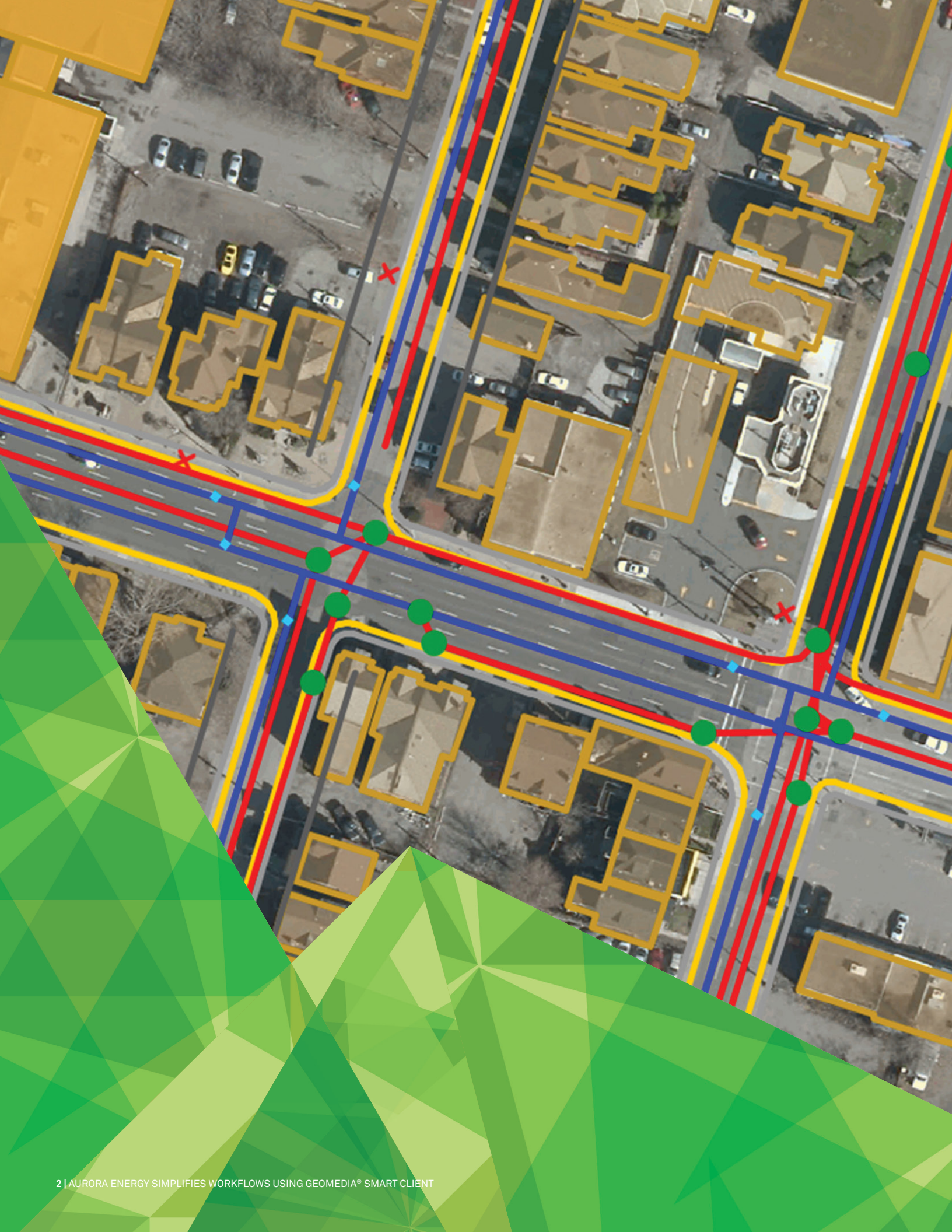
IDENTIFYING GOALS

Aurora Energy, established in 1998 and owned by the Tasmanian government, provides electricity to Tasmanians in an area spanning 67,800 square kilometers. Aurora also owns and operates the Tamar Valley Power Station where natural gas is piped from Victoria to generate electricity. Its core distribution assets, valued at US$1.26 billion, contain approximately 15,000 km of overhead high-voltage lines; 5,000 km of overhead low-voltage lines; 2,170 km of highand low-voltage underground cables; 30,000 ground and pole-mounted substations; and nearly 222,000 poles. Aurora Energy also owns 46,000 streetlights and maintains them on behalf of local councils.

> With GeoMedia Smart Client, key stakeholders across Aurora Energy can seamlessly integrate geographic changes into configurable workflows.

The Aurora Distribution Business uses a process called Request to Access the Distribution System (RADs), which is a critical process for crews working on the Aurora distribution network to ensure safety and establish effective and coordinated process of work throughout various stages.

The previous process for managing RADs involved users logging a request via an external web page. This page then generated an e-mail that was sent to a specific inbox monitored and administered by the distributions operations team. This e-mail was then edited and updated as different people undertook their part of the process, creating a cumbersome method of dealing with incoming requests and projects.

The system also relied on Microsoft® Access® 97, a system no longer supported by Microsoft and Aurora's IT department. Aurora Energy wanted to move away from the Access 97 platform to develop a configurable workflowdriven process developed by internal resources. The utility sought to improve system functionality and provide easier access to the workflow stages for in-process and postprocess analysis.

OVERCOMING CHALLENGES

- Implement an online tool to assist in the end-to-end process for creating and managing RADs
- Give visibility of upcoming RADs projects to Aurora employees and other external users
- Easily report on statistics for all RADs projects

REALIZING RESULTS

Aurora Energy selected Intergraph®'s GeoMedia® Smart Client to replace its RADs system based on the software's ability to internally develop configurable workflow capabilities, as well as Aurora's history of success with Intergraph. With its ease of deployment, expansive workflow engine, and potential re-use for other purposes in the organization, GeoMedia Smart Client was an excellent technology fit for Aurora Energy.

With GeoMedia Smart Client, key stakeholders across Aurora Energy can seamlessly integrate geographic changes into configurable workflows. Aurora's new RADS system built on the GeoMedia Smart Client platform enables all external users and key Aurora personnel to create a RADs request using a dynamic form that changes based on the user. To eliminate errors, such as missing data, the form goes through a simple validation process before it is submitted. The RADs system gives all users access to various queues based on their current status. External users can view, update, and modify queues they manage or queues created by other members of their organization. The primary users of RADs have access to all data that comes into the system.

Once the RADs request is submitted, primary users can manage various tasks and progress the status of the request using the web interface facilitated with GeoMedia Smart Client. With this functionality, all users within the operations team can react accordingly when an emergency RADs request is submitted.

With the GeoMedia Smart Client platform, e-mail alerts are sent to defined accounts based on various trigger points throughout the system (e.g., when a request or update has occurred). As a project progresses through RADs, an active status, time stamp, and project owner is listed for each step in the process.

"Before implementation of Intergraph's GeoMedia Smart Client as the platform for our RADs system, we had multiple steps, minimal viewing ability of our projects, and a higher potential for error," states Perry Rogers, Operational Technology Manager, Network Division, Distribution Business, Aurora Energy. "With this new system in place, we can lock down certain parts of the system based on groups in our active directory, and allow authorized users to see, share, and collaborate on projects easier than ever before."

MOVING FORWARD

In the future, Aurora Energy will initiate RADs phase two, which involves allowing key stakeholders of the system to analyze process improvements for RADs. Aurora also plans to increase the amount of reporting currently generated from the system to better understand where and how the work comes into the system.

ABOUT HEXAGON GEOSPATIAL

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