



Utilities



The Brief

The cost of some utility services within Australia has dramatically increased over the last 7 years. As a result utilities are under pressure not to increase consumer prices.

The client, a large utility that manages \$10 billion of assets briefed Business Analysis (BAPL) to design and implement a business process management system to significantly improve the efficiencies across the organisation.

The Challenge

A plethora of existing work instructions, process maps, policies and procedures were dispersed across the organisation, all with no method to identify duplicates, conflicts and gaps.

The organisation had initiated a number of process improvements, but with no consistent method to prioritise opportunities and build a business case for process efficiency and optimisation. Potential process risks, weaknesses and process costs were hard to identify. In addition there was no system of assessing the priority of various processes against agreed criteria for projects.

These inefficiencies and major gaps impacted operations of many parts of the organisation including enterprise architecture, business cases, testing, organisational change management, corporate data model, capacity planning, customer experience management and software vendor selection.

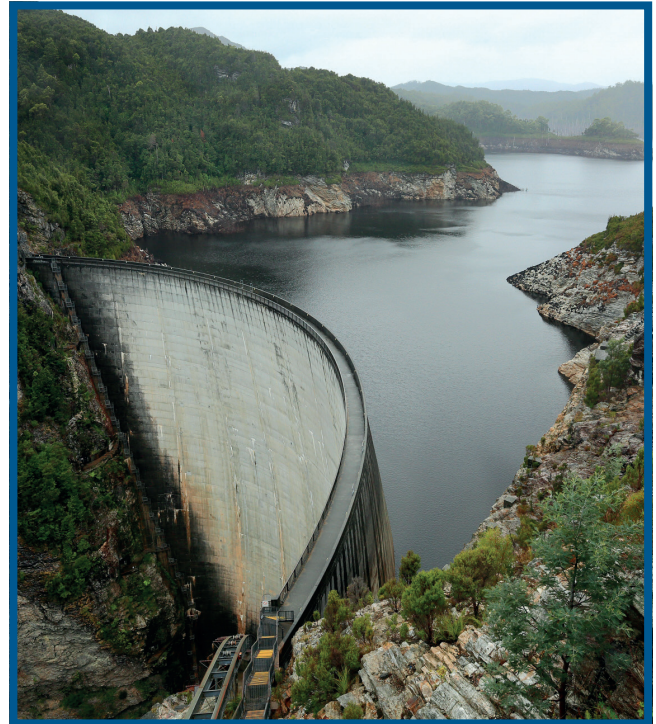


Our Approach

With 10 years in-depth experience providing consulting services BAPL understand and are expert at working to improve organisational efficiencies.

Using a business value driven approach, we understand the particular circumstances that drive good performance outcomes for utilities. We work with staff to design approaches with tangible cost benefits within an acceptable risk profile.

BAPL's role was to collaborate with a large number of stakeholders to develop all the components for business process management. We were then asked to pilot the approach & demonstrate the delivery of tangible improvements.



The Outcome

Some of the key successes:

- Improved management of business processes across the organisation
- Better linkages between strategy and investments in business improvement
- Reduction in duplicated business processes
- Defined business process improvement method
- Greater alignment between the business and software
- Consumer price increases were avoided