SYNATEQ

Case Study: Transend

Quick Overview

Market Sector: Infrastructure

Organisation: Transend Networks Pty Ltd

Transend Networks Pty Ltd owns and operates the electricity transmission system in Tasmania. Transend transmits electricity from power stations in Tasmania (and on the mainland via Basslink) to its customers around the State. The company currently has 16 transmission customers, including generators, electricity networks and a number of major industrial companies. Transend also owns and operates a telecommunications business that serves customers in the electricity supply industry and other external customers.

Challenge

Transend required an integrated business system and suite of business processes to facilitate the efficient management of its assets. The previous systems used to manage the company's assets were disparate and unwieldy, and it was resource intensive to gather and collate asset management information.

Solution

Transend has introduced an Asset Management Information System (AMIS) to provide contemporary asset management practices, with Synateq as its development and implementation partner. The final layer of AMIS, currently under development, will embed best practice asset management systems at the heart of Transend's day-to-day operations. It will deliver exceptional business forecasting capability, reducing risk and optimising resources through evidence-based asset management decision making.

Transend powers up new levels of confidence with a contemporary asset management system

Asset management is the heart of Transend's operations. The company owns a complex network of assets which need to be managed effectively and efficiently throughout their life cycles to provide high levels of service to its customers. Transend is also required to submit comprehensive revenue forecasts, largely derived from its asset management system, to the Australian Energy Regulator.

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Working with Synateq as its development and implementation partner, Transend has introduced an Asset Management Information System (AMIS) to provide advanced asset management practices. AMIS has delivered a suite of overarching business procedures aimed at streamlining tasks within end-to-end business processes and eliminating duplication of functions within individual business units. Within the AMIS processes are a cohesive set of advanced

asset management information system components, such as a comprehensive asset register, an asset defect system, an asset condition monitoring system, an asset incident management system and a medium-to-long term works planning system. These well defined data repositories provide visibility throughout Transend and enable evidence-based decision making for efficient works planning, outage optimisation and financial management. They have replaced legacy information silos, which were previously used to support asset management processes within individual business units, and enabled Transend to reduce risk and optimise resource allocation.

AMIS has been executed through the delivery of multiple business cases aligned across major program elements. Synateq consultants utilised an agile approach to program management for AMIS, achieving maximum business benefit with minimum impact on Transend staff workloads during development. Synateq Program Manager, Tony Caink comments, "Our agile approach has also ensured that business changes are firmly embedded. Transend has been very supportive of change management strategies to support collaborative engagement with affected stakeholders, and it's made a tangible difference with staff embracing the program outcomes".

In late 2009 Synateq was commissioned to deliver the final transformational layer for AMIS. This layer consists of business process and systems improvements that will deliver best practice asset management capabilities for Transend through asset risk management and economic modelling. The improvements will allow Transend to conduct accurate financial and predictive modelling and as a result, to execute operational plans with a new level of confidence.

Wayne Tucker, Manager Asset Strategy and Planning at Transend, remarked, "Transend has realised considerable business benefits and efficiency gains through the development of AMIS. Throughout the implementation of AMIS, Synateq has provided consistent, high quality outputs while providing the flexibility to meet Transend's evolving business needs".

The strong partnership between Synateq and Transend is set to continue.

SYNATEQ

About Synateq

Since 1999, Synateq has been working with organisations to simplify processes, discover opportunities and bridge the gap between strategic direction and business systems capability. The combination of experience across a broad range of market sectors and in-house software development capability allows us to deliver solutions that explore, build and expand organisational capabilities for our clients.

For over a decade now we have been designing, delivering and developing large-scale business systems for government and organisations. And, it is through local insight and a commitment to excellence that we are able to present the best possible solutions and outcomes for our clients.

Further Information

Contact Chris Rasmussen or William Lo at Synateq on **(03) 6230 4833** for further information about how Synateq can help you to lead your organisation confidently into the future.

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