

Aurizon Case Study

Infoview™
INSIGHTFUL
DATA ANALYTICS

“With hard focused work we have turned chaos to control. The Infoview Oneview system, with its clear and concise reporting, ensures that we make fact-based decisions about reducing waste and cost. It feels surreal to now only deal with small problems.”

Rob Campbell

Telecommunications
Business Manager,
Aurizon

**\$10
MILLION
SAVED**

EXPENSES
REDUCED BY
50%
PER ANNUM



Expense Management

Multi-million dollar saving for world-leading transport business

Infoview empowered Australia's largest rail freight operator, Aurizon, with data-driven solutions relating to its telecoms inventory and expenses that resulted in a saving of more than \$10 million a year.

After being split from Queensland Rail, then later floated in 2010, Aurizon (formerly QR National) was faced with the significant challenge of structurally and commercially separating its 140 Australia-wide sites from the government organisation. One of those challenges was owned by the Aurizon IT team in managing telecommunications spend and services.

At the time, Aurizon estimated its telecommunications spend at \$4.8 million. This figure was later found to be double that. The drastic discrepancies between perceived and actual costs meant Aurizon needed greater insight and management of its telecom data in order to regain control on spend.

Emphasis was placed on reducing costs.

Other key areas marked for attention included:

- Improving inventory control, tracking and vendor management
- Reducing administrative overheads due to multiple vendors and fragmented processes
- Consolidating assets and services post demerger and through rapid growth.

Aurizon is Australia's largest rail freight operator and has over 150 years of experience. Each year, Aurizon transports more than 250 million tonnes of Australian commodities, connecting miners, primary producers, and industry with international and domestic markets.

SUCCESSFUL DATA SOLUTIONS

Telecom expenses ballooned out to \$20 million and Aurizon turned to Infoview to deliver a secure telecommunications expense management system. With the Infoview Oneview (Billing and Asset Management) technology, results were immediately realised. Telecom expenditure was reduced by over 50% to \$10 million per annum.

Oneview gave Aurizon full visibility of expenditure data while also driving accountability. Procurement could be tracked and validated. Contract compliance could not only be tracked, but also reported. This improved visibility led to more than 4000 services being cut - an instant \$2 million saving. Unknown billing points were cancelled, unassigned services were reduced and data cards were rationalised. Planning for growth became proactive, allowing for a better experience for end users.

Collectively, these reductions led to improved governance, control and management for the company as a whole. Empowered by the insight provided from the Infoview Oneview technology. With these changes Aurizon found itself quickly moving towards its 'drive to 75' mission - its company goal of achieving a 75% operating ratio.