

## Expense Management

# A Surge in Savings for Leading Energy Supplier

Increased mobility control, visibility and savings for one of Australia's largest electricity providers.

"In my role, it can be hard to hand over control, as I need to have innate trust that the job will get done to the highest standard. Infoview do just that. They are more like a trusted adviser than a supplier."

**Nic Jones**

Telco Services Manager  
Ausgrid

# \$250,000

Ausgrid's DSL savings per annum

> \$500,000  
SAVINGS

SINCE ENGAGEMENT

DSL EXPENSES  
REDUCED BY

# 90%

PER ANNUM

## Expense Management

Infoview empowered one of Australia's largest electricity distributors, Ausgrid, with a data-driven solution that uncovered annual savings in excess of half a million dollars.

Historically, Ausgrid's telecom billing and assets were managed internally on multiple spreadsheets. This highly manual process not only created a single point of failure, but made it difficult for Ausgrid to gain a clear view of expenses. Over time, visibility and control over costs and service inventory was lost, and as a result, Ausgrid required a solution to provide tangible benefits to the business.

### Focus was placed upon:

- Increasing visibility and control of asset management and inventory tracking
- Gaining confidence in billing accuracy
- Creating a streamlined process for the provision of services
- Implementing a dispute management process

Ausgrid is the largest distributor of electricity across Australia's eastern seaboard, providing power to over 1.7 million customers within the Sydney, Hunter Valley and Central Coast regions. The company was founded in 2011 by the NSW Government, with 50.4% awarded to Australian Super and IMF Investment in 2016.

## Successful Data Solutions

Infoview enabled Ausgrid to take control of its telecom spend through the implementation of Oneview (Billing and Asset Management) software. This, coupled with the expertise and strategic advice provided by Infoview, enabled Ausgrid to identify multiple cost saving opportunities while also reducing administrative overhead.

Through the outsourcing of expense management to Infoview, Ausgrid realised immediate savings across all services in excess of \$500,000. A data clean-up project secured \$250,000 in annual savings representing a 90% reduction in fees across these services. A mobile phone audit resulted in the cancellation of 5,500 mobile services, reducing the number of unassigned services while also driving accountability amongst corporate mobile users.

Beyond tangible measurements of performance, Infoview's assistance in delivering professional and insightful customer experience in the day to day ICT operations was so comprehensive, it has since been used as a template for Ausgrid's future work in other areas.