



Case Study

The Ergon Energy Analytics Business Intelligence Solution

REQUIREMENT
TO DEVELOP A STATE OF THE ART
BI SOLUTION

PURPOSE
TO ENABLE INCREASED VISIBILITY
AND ACTIONING OF KEY BUSINESS
METRICS

OUTCOME
CORPORATE DASHBOARDS SERVING
VARIOUS LEVELS OF MANAGEMENT

SOFTWARES
BUSINESS OBJECTS XI
PERFORMANCE MANAGEMENT
ORACLE 9I

"CDC Praxa consultants are commercially aware as well as being technical experts in their fields...the consultants were pro-active and showed a high level of flexibility, co-operation and coordination with Ergon Energy's staff"

*Jim Hagan
Project Manager
(MIS Pilot Project)*

Ergon Energy is a power utility company supplying electricity and related products and services to regional Queensland.

Ergon Energy have implemented MINCOM Ellipse ERP System. One of the key components of the JET project was the introduction of Business Objects 6.5 reports issued by MINCOM as part of Ellipse. Ergon Energy is developing a Performance Management Framework to complement the JET project, including a comprehensive suite of business metrics created in the Performance Management suite of Business Objects XI. Performance Management is a leading edge business intelligence tool that uses advanced meta data techniques to allow business users to analyse data and answer key business questions without requiring extensive assistance from the IT department.

CDC Praxa has the resources and experience to enable successful business Intelligence projects. CDC Praxa was approached at the pilot phase of the MIS project to provide on-site resources to work closely with the Ergon Energy's business users to build a pilot release of metrics, dashboards and reports, utilising the Dashboard Manager and Performance Manager components of Business Objects XI that would enable key business metrics to be analysed. Praxa was able to source and manage a Business Objects XI principal consultant who had expertise with the full product suite, including meta data and dashboards.

"CDC Praxa consultants are commercially aware as well as being technical experts in their field," says Jim Hagan, Project Manager (MIS Pilot Project). "This synergistic combination allows CDC Praxa employees to achieve higher levels of productivity than comparable resources. The consultants were pro-active and showed a high level of flexibility, co-operation and coordination with Ergon Energy's staff. The partnership between Ergon Energy and CDC Praxa has proven to be very successful."

Ergon Energy has completed phase 1 of the pilot project, moving to phase 2 and will have the production environment version implemented by the end of the calendar year. Ergon Energy is re-engaging CDC Praxa, through SPARQ, to provide extensions to the original requirements and to assist in the implementation of the first production iteration. CDC Praxa will also be providing customised training and knowledge transfer to enable Ergon Energy to move forward with their business intelligence program.



CDC Praxa
makes perfect ...sense



ABOUT CDC SOFTWARE AUSTRALIA | PRAXA LTD

CDC Praxa is one of Australia's leading and growing IT professional services solution providers. Operating since 1982, CDC Praxa has grown from 4 dedicated staff to over 250 specialists & consultants Australia-wide. With offices in Sydney, Melbourne, Brisbane and Adelaide, CDC Praxa delivers integrated end-to-end solutions that help organisations and Governments to align, customise and maximise their business operations.

A consulting services division of CDC Corporation Group, CDC Praxa is recognised industry-wide and has a solid reputation for providing business critical information technology management and consulting.

CDC Praxa is a **Quality Endorsed Company** having attained **ISO 9001** status confirming our commitment to the provision of quality services and to the continuous improvement of our processes. One of CDC Praxa's standout successes is our ability to combine the skills and experience of our dedicated staff with documented policies, procedures and methodology. CDC Praxa is also an endorsed federal government supplier and is on several Government Panel Contracts for NSW and VIC including the ICT Services Approved Supplier Panel Contract 2020.

Providing BI solutions & services since the early 1990's, CDC Praxa has been successfully managing and implementing these to many corporate and government organisations including Australian Broadcasting Corporation, Department of Foreign Affairs and Trade, Department of Education & Training, David Jones, Woolworths, Cochlear, Australian Hearing Services, Amalgamated Holdings Limited, L'Oreal, National Australia Bank, Greyhound Racing Victoria, Harris Transport, NSW State Transit Authority, NSW Commission for Children and Young People, VicRoads, Catholic Education Office, Rocla, Victoria Legal Aid, UEC Technologies, The Sydney Fish Market, UniTab, Queensland University of Technology, St Vincent's Hospital, Transpacific Industries and Coca Cola Amatil.

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