FUJITSU

Australian Energy Market Operator

Securing Australia's energy future

The Australian Energy Market Operator's (AEMO) digital transformation has been accelerated through a partnership with Fujitsu, streamlining operations, automating workflows, enhancing risk management, and ultimately ensuring a stable and sustainable energy future for Australia.

Challenge

AEMO faced inefficiencies due to outdated IT service management tools, manual processes, and fragmented risk management, making it difficult to track service activity, manage compliance, and ensure seamless decision-making.

Solution

Fujitsu collaborated closely with AEMO to reconfigure a legacy ServiceNow implementation into a modern, integrated enterprise platform. The solution focused on automation, scalability, and risk management to drive efficiency and innovation.

Outcomes

- Up to 50% decrease of average time to deliver customer services
- 20% more self-service and 30% in average time to resolution
- One centralised risk management system

> **"If you're looking for a partner that will absolutely align to your purpose, Fujitsu without a doubt provides that alignment. That was vital as we move through a once in a generation energy transition."**
>
> **Gordon Dunsford,** Executive General Manager Digital, AEMO

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30%
improvement in average time to resolution

20%
more self service

Driving Digital Transformation for Australia's Energy Future

Australia's energy landscape is experiencing an unprecedented transformation, driven by an evolving power supply mix, ageing infrastructure, changing technologies, consumer preferences, and increasing interdependencies between gas and electricity markets.

"It's a once in a generation transition," Gordon Dunsford, Executive General Manager Digital, AEMO explains. "Our responsibility is to keep the lights on and the water hot. Everything we do, every dollar we spend on change, it's important we do that efficiently because if we don't get that right, ultimately our way of life will fall away."

As part of its broader digital transformation strategy, AEMO embarked on a three-year Revolution Programme to enhance operational efficiency and innovation. A key component of this initiative was the adoption of ServiceNow as an enterprise platform to improve IT service management (ITSM), corporate processes, and risk management. Fujitsu played a crucial role in implementing this transformation, helping AEMO automate workflows, integrate systems, and enhance decision-making capabilities.

AEMO's digital transformation journey stemmed from several operational challenges. The organisation previously relied on two legacy IT service management tools, while processes like employee onboarding and offboarding were managed using spreadsheets. This resulted in inefficiencies and a lack of a centralised view of service activity. Managing risk and compliance across disparate systems and manual processes made it difficult to track and mitigate risks effectively. AEMO required a robust platform to support real-time decision-making and ensure seamless service delivery.

Unlocking the power of ServiceNow

Fujitsu collaborated closely with AEMO to implement a modern, integrated enterprise platform leveraging ServiceNow. The solution focused on automation, scalability, and risk management to drive efficiency and innovation. Fujitsu helped automate over 100 workflows, reducing complexity and enabling employees to manage IT, procurement, workplace services, and facilities management seamlessly through a unified platform. The integration of ServiceNow IT Service Management with AEMO's identity management solutions and Microsoft Active Directory streamlined service requests and approvals across the organisation.

Fujitsu also assisted with designing a standardised service data model through the development of a Configuration Management Database, laying a strong foundation for managing IT assets, service dependencies, and risk assessments. Furthermore, AEMO leveraged ServiceNow IT Operations Management to proactively detect incidents, reducing downtime and improving service response times. "We have done quite a bit of work on our configuration management database, which was one of the most difficult things," Janet Holling, Group Manager - Customer and Digital Services, AEMO explains.

"Fujitsu worked with us to define, design and stick to a common service data model that built the foundation of success for everything else that we have done on the platform."

Industry:
Energy

Location:
Australia

Website:
aemo.com.au

About the customer

The Australian Energy Market Operator (AEMO) is shaping a better energy future for all Australians. Its role is to manage the electricity and gas systems and markets across Australia, helping to ensure Australians have access to af fordable, secure and reliable energy.

A key aspect of the transformation was the implementation of ServiceNow Integrated Risk Management, which provided AEMO with a single source of truth, allowing teams to track risks, conduct audits, and ensure regulatory compliance more effectively. "Integrated risk management has really helped AEMO with compliance and has got us out of spreadsheets with a single source of truth for risk, through a single pane of glass. We could never do that working in disparate spreadsheets," Janet Holling explains.

From complex processes to effortless experiences

AEMO now has an intelligent platform that can energise innovation for the entire organisation. "We are getting feedback from our customer base that everything is just easier to use, particularly the front-end portal, that was co-designed with them, there's no technical jargon, and it's in their language," Janet Holling explains.

The collaboration between AEMO and Fujitsu has resulted in significant operational improvements. The automation of workflows and the introduction of a user-friendly service portal led to a 20% increase in self-service usage, improving overall efficiency. Enhanced issue tracking and automated workflows reduced the average time to resolution by 30%. The improved self-service capabilities and automation are expected to decrease service desk inquiries by 30% in the coming months. Additionally, AEMO now has a centralised risk management system, allowing teams to track and mitigate risks with greater transparency.

Through its partnership with Fujitsu, AEMO is well-positioned to manage Australia's evolving energy landscape efficiently. "AEMO helps keep Australia's lights on and its water hot now, and in the future – while the country transitions to renewable sources of energy," Gordon Dunsford concludes. "The partnership with Fujitsu helps us ensure the stability of the country's energy market but also paves the way for a more sustainable and resilient energy future."

Customer:

Fujitsu

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