



Australian Gas Infrastructure Group (AGIG)

Improved ESG reporting with unified data



To support its ESG reporting requirements and broader analytics goals, Australian Gas Infrastructure Group (AGIG) built a modern data platform on Microsoft Data Fabric using Fujitsu's Fabric Lakehouse Accelerator, automating ESG data from 35+ sources across three separate AGIG business entities.

Challenge

AGIG faced significant challenges in ESG reporting, hindered by over 35 fragmented data sources, the absence of a unified analytics platform, and labour-intensive manual workflows spread across three separate business entities.

Solution

Fujitsu partnered with AGIG to develop a modern data platform powered by Fujitsu's Fabric Lakehouse Accelerator, streamlining ESG data integration from 35+ sources, enabling accurate reporting and informed decision-making.

Outcomes

- Unified, modern data platform and scalable enterprise architecture
- Centralised data and analytics capability transformed the way AGIG manages its data architecture
- Significant efficiencies gained in how ESG Data is collated and published

"In partnering Fujitsu, AGIG has developed a foundational data analytics capability focused on business outcomes through automating the creation of ESG data tables and access, driving informed decision-making and strategic action."

Kalpna Shukla, Head of Architecture and Applications, AGIG



1

**Microsoft Fabric unifies
35+ sources**

Defining outcomes to drive momentum

Australian Gas Infrastructure Group (AGIG) delivers gas to over two million homes and businesses across Australia. Operating critical infrastructure, including pipelines and distribution networks, it focuses on safe, reliable and sustainable energy delivery while advancing decarbonisation goals through innovation and modern energy solutions. The company comprises three entities: DBP, which owns and operates key gas infrastructure in Western Australia and the Northern Territory; AGN, which owns gas infrastructure (distribution and transmission pipelines) in Victoria, South Australia, Queensland, New South Wales and the Northern Territory, as well as two renewable hydrogen production facilities, with a third under construction; and MGN, which serves Victoria's gas distribution.

For AGIG, data is vital to driving smarter, faster decisions—enabling everything from regulatory compliance to sustainability reporting and supporting its broader mission. Yet the company found itself bogged down in a data environment that simply wasn't working for the business. With more than 35 data sources spread across its three distinct entities, the process of collecting and reporting environmental, social and governance (ESG) metrics wasn't just manual—it was repetitive, labour-intensive and prone to inconsistency. Collaboration across teams was hindered by the lack of a centralised data analytics capability, making it difficult for AGIG to access and reuse information efficiently as well as limiting the ability to generate meaningful organisational insights. "There were no set processes for ensuring the data had been provided in the same manner year-on-year," adds Ann-Marie Quinn, Sustainability Manager, AGIG. "It took significant time to review and re-run data."

AGIG's push for an enterprise-wide analytics solution initially struggled to gain traction. The challenge? The conversation was too focused on technology rather than tangible business outcomes. Though point solutions for ESG reporting existed, AGIG recognised that a quick fix wouldn't deliver long-term value. What it needed was a strategic, scalable platform to support both ESG requirements and broader organisational analytics goals. "We faced considerable challenges in getting the support to deliver an enterprise data analytics capability as the initial narrative was focused on delivering a data analytics platform," explains Kalpna Shukla, Head of Architecture and Applications at AGIG (IT). Once the team shifted the conversation to focus on delivering ESG data tables and the business value, support started to build.

Transforming data challenges into opportunities

To bring its data vision to life, AGIG knew it needed the right partner, one with deep technical expertise and a collaborative mindset. A dedicated internal project team kicked off a competitive tender process to find that partner, ultimately selecting Fujitsu to co-deliver this critical capability. "Fujitsu's collaborative approach was exactly what we were looking for," says Shukla. "This was a first for us—we wanted a partner that would listen and work with us, not one that would assume they knew our needs better than we did."



5-6

**weeks saved for the
Sustainability team**

Together, AGIG and Fujitsu set out to modernise the organisation's entire data ecosystem, partnering closely to overcome several challenges that surfaced throughout the project.

One hurdle was data quality; AGIG's data sources varied in structure and consistency, making it difficult to ensure accurate ESG reporting. Fujitsu developed a solution flexible enough to handle upstream inconsistencies while putting in place robust alerts to catch poor-quality data before it reached the final output. "Fujitsu just rolled up their sleeves and offered their own technical experts if we needed them," says Shukla.

And with AGIG's small, heavily committed IT team, Fujitsu navigated limited stakeholder availability by ensuring the right people were involved at key moments. Training covered both the technical and business functions, with AGIG's infrastructure team learning how the solution was built, while business users were guided on submitting data, setting up inputs, and generating reports. "It was good to have Fujitsu involved not just in the output delivery of its solution," says Chirantan Virmani, Application Owner—Data, AGIG. "But also, how people should behave in terms of the inputs that business users and data owners would be providing."

Adding to the complexity, AGIG was in the middle of re-platforming several source systems, which meant dealing with legacy tools and manual data processes, particularly around training data. These overlapping transitions required extra care around change management, handovers and final validation before going live.

The result is a powerful new Data Analytics & Visualisation (DAV) platform built on Microsoft Fabric. Designed to unify data integration, storage, analytics and reporting, the platform replaces complexity with clarity, offering a single, streamlined environment to support AGIG's entire data lifecycle. Key features, like Fabric's built-in SAP connector, enable seamless ingestion of data related to AGIG's infrastructure assets, opening the door to predictive maintenance modelling and smarter, more efficient operations. Using Fujitsu's Fabric Accelerator, the team rapidly established a modern Lakehouse architecture that automates data ingestion from over 35 disparate sources. And by implementing medallion architecture and Microsoft best practices, it has ensured a single source of truth that underpins consistent and accurate ESG reporting. AGIG's business stakeholders also worked closely with Fujitsu to review and improve data processes. "Together with Fujitsu, we have created Power BI reports that empower our business with easy access to ESG metrics, driving informed decision-making and strategic action," says Shukla.

Industry:
Utilities

Location:
Australia

Website:
agig.com.au

About the customer

Australian Gas Infrastructure Group (AGIG) is one of Australia's largest gas infrastructure businesses. It has two million customers across every Australian mainland state and the Northern Territory, 35,000km of distribution networks, 4,300km of gas transmission pipelines, 60PJ of gas storage capacity and small quantities of native gas production. The company owns and operates two renewable hydrogen production facilities.



0
minutes instead of two
days for KPI reporting

Powering innovation through data

AGIG has taken a bold step forward in transforming how it manages and leverages data across the enterprise. "Data capture is now consistent period to period, providing a good basis for year-on-year analysis," says Quinn. "And having initially started with a view to capture data twice a year, we're now looking to commence capturing data quarterly." By implementing a modern, scalable data platform, the company has dramatically reduced the manual effort involved in preparing ESG data tables, freeing up five to six weeks of productive time for its Sustainability team. The new platform has empowered AGIG to streamline analytics and reporting through automation, while also building reusable assets like the Enterprise Data Model to support a wide range of business needs. "This was never about 'just' ESG metrics, but data that is used business wide," says Quinn.

By reusing the data capture framework Fujitsu built for ESG, AGIG has transformed KPI reporting from a two-day manual process into a seamless, fully automated workflow. What once required four teams and endless file formats now takes zero minutes. Just as importantly, the same framework can be reused again and again—proving the power of scalable solutions that save time, improve accuracy and unlock new possibilities. "That's the whole beauty of it," says Virmani. "Once you set it, you can reuse it for multiple things."

AGIG also established a cross-functional Data Governance Committee and formalised a Business Data Glossary, reinforcing consistency and collaboration across teams. With this solid foundation in place, AGIG is now leading the charge into the future, ready to experiment with and adopt emerging technologies like artificial intelligence (AI) and machine learning (ML) to drive continued innovation and smarter decision-making.

"Setting up this framework with Fujitsu has given us a robust engine that standardises operations—in the data world, that's key," says Virmani. "Now, it's about keeping it, maintaining it and augmenting it for anything that we do in the future."

Customer:



Fujitsu

enquire@fujitsu.com
Tel: +61 2 9776 4555

© Fujitsu 2025. All rights reserved. Fujitsu and Fujitsu logo are trademarks of Fujitsu Limited registered in many jurisdictions worldwide. Other product, service and company names mentioned herein may be trademarks of Fujitsu or other companies. This document is current as of the initial date of publication and subject to be changed by Fujitsu without notice. This material is provided for information purposes only and Fujitsu assumes no liability related to its use.

November 2025