CYIENT

Ausgrid

ENGINEERING EFFICIENCY ACROSS EVERY GRID

Ausgrid's journey from disconnected legacy systems to an integrated, intelligent works management platform and $22.9m in measurable impact

Ausgrid's operations were constrained by fragmented works management systems and outdated processes.

Key challenges included:

- Disconnected systems created inefficiencies across planning, scheduling, and dispatch of field work
- No real-time visibility into job status or resource availability
- Manual processes drove up administrative effort and increased data inaccuracy risks
- Field technicians lacked access to timely updates and could not adjust schedules remotely
- Limited job information made it difficult to provide reliable updates to customers

Ausgrid needed a partner with deep workforce management expertise — spanning solution design, system integration, and deployment.

Overview

Ausgrid is a leading Australian electricity distributor responsible for building, maintaining, and operating a vast network that supplies power to approximately 1.8 million customers across New South Wales, including Sydney, the Central Coast, and the Hunter Valley. Given the scale, geographic spread, and critical nature of its operations, the organization required robust works management capabilities to effectively plan, schedule, and coordinate both planned maintenance and unplanned emergency response.

The Cyient Solution

Our **Workforce Management** playbook ensured successful implementation through:

Business Case

Development of a comprehensive business case, including detailed requirements definition and support through the RFP process.

Business Process

Documented and refined operational processes by capturing current-state (as-is) workflows and defining future-state (to-be) improvements.

Integrated Solution Design

Designed a complete end-to-end solution encompassing both Microsoft Dynamics 365 Field Service platform and its integration within the broader enterprise architecture.

Implementation

Provided implementation oversight, including governance, build guidance, deployment support, and business change management.

The Results

Cyient delivered a full lifecycle Works Management planning, design and implementation services aligned with Ausgrid's technical requisites.

2022

MVP

- Deployed MVP in less than 12 months
  Results :
- Enabled electronic customer inspections
- Removed paper-based inspection forms and defect notices

2023-2024

STAGE 1

- Deployed Planned Works
  Results :
- Enabled resource-based scheduling, automated timesheets, and an integrated solution
- Streamlined processes across works scheduling & dispatch

2024 to Mid 2025

STAGE 2

- Deployed Unplanned Work
  Results:
- Delivered real-time updates to field resources
- Automated defect and data capture back to EAM system
- Automated incomplete data review processes
- Enabled scheduling of planned switching activities

2025 - 2026

Continuous Improvement

- Initiated a Continuous Improvement Program
  Results:
- Manage and govern the ongoing evolution of the solution in line with business needs and user feedback

Delivery at Scale

~1,200
Field Mobility Users

~57K
Work Orders Completed
~570K Hours Logged

~14K
Self-Assigned WOs
~26.5K Hours Completed

~$22.9M
Risk Value Reduced
Via Self-Assigned Work

Self-assigned work enables field users to pick up fill-in work when capacity allows — completing jobs ahead of schedule and reducing risk.

Embracing Intelligence

This program demands a full lifecycle partner who can provide expertise and support from business case and process design through integrated solution design and implementation. Cyient has brought the engineering rigor and utility domain knowledge to modernize our works management and transform how field work is planned, scheduled, and executed. We're tracking measurable benefits in efficiency — over 57,000 work orders delivered across 1,200 mobility users, field responsiveness through 14,000 self-assigned work orders, and risk reduction worth $22.9M, while continuing to build a pathway for sustained operational excellence.

- Peter Rigney, Head of Data and Analytics, Ausgrid

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Cyient is a global lifecycle engineering company powering mission-critical industries from design to aftermarket across products, plants, and networks. With 300+ customers and 15,000+ associates across 30+ countries, we combine human expertise, deep domain knowledge, and AI to deliver intelligent engineering solutions across Aerospace and Rail, Automotive and Mobility, Connectivity, Energy, Healthcare, Mining, Utilities, and beyond.

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#EmbracingIntelligence

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