

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Ausgrid's operations were constrained by fragmented works management systems and outdated processes.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

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.

Business Process

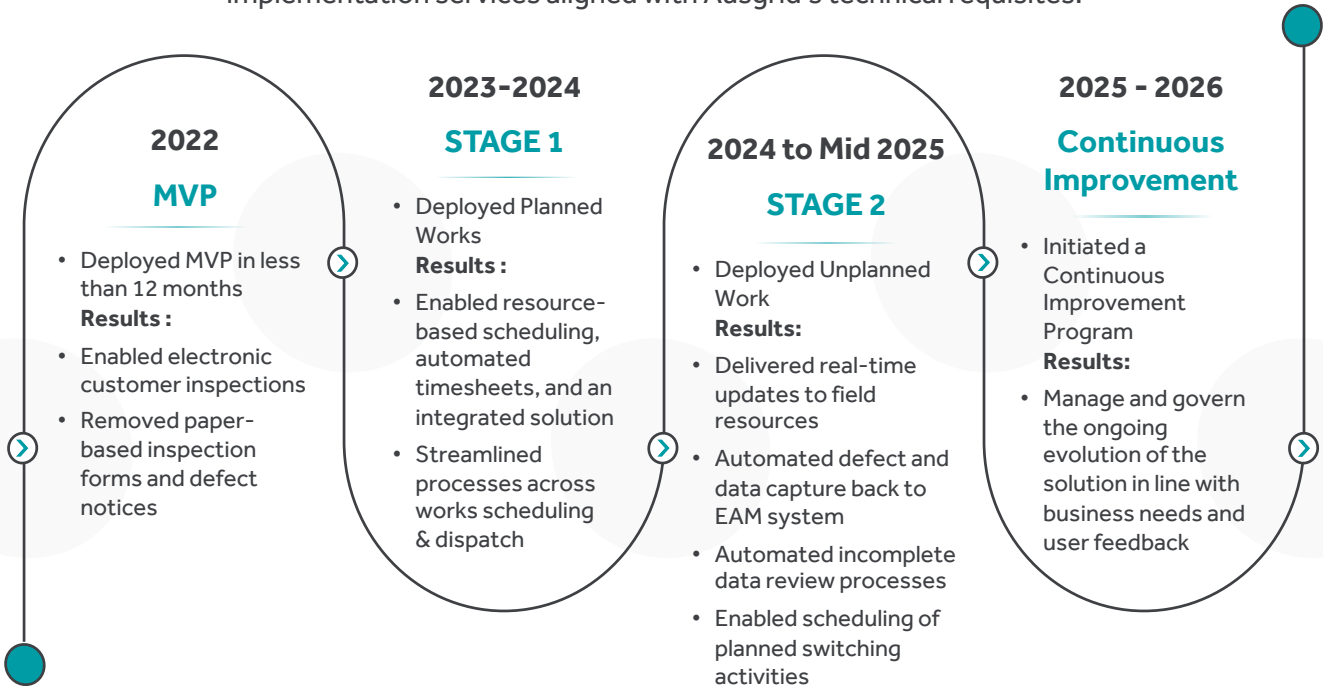
Documented and refined operational processes by capturing current-state (as-is) workflows and defining future-state (to-be) improvements.

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.



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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