



Energy Utility Rolls Out Incident, Hazard, Health Safety & Environment System Using integrum

FACTS

Customer: Australian Energy Utility, supplies electricity to over 2 million households and businesses in Australia

Challenge: To establish an integrated Incident, Hazard, Health, Safety, Environment & Security Management system for its 5,000 workforce, with tight integration to existing HR, Asset Management, Workers Compensation & Outage Management systems.

Solution: integrum QHSE Risk & Compliance Software

Benefits: A web based, highly configurable, easy to use management system for incident, investigation, audit and inspection, observations, compliance, risk management, change management and board reporting.

"The integrum roll out project involved many challenging elements for the integrum team.

With sophisticated integration to a number of legacy systems and significant data migration effort the integrum system is providing a fully integrated Incident, Hazard, Health, Safety, Environment & Security Management system for one of Australia's major energy utilities.

All with powerful Business Intelligence and real time dashboard reporting."

Beven Schwaiger
CEO, integrum Management Systems Pty Limited

The client, one of Australia's largest energy utilities, is responsible for the safe and reliable supply of electricity to 2.1 million people in households and businesses .

With an estimated value of \$3.3 billion, this network spans 24,500 square kilometres and is made up of over 170 major substations, 315,000 power poles and 28,000 smaller substations bound together by 33,000 kilometres of underground and overground cables.

On-going upgrade and investment projects has the client committed to delivering a \$4.2 billion network investment and maintenance program throughout 2014 including building and renewing 59 major substations, constructing 200 kilometres of new transmission lines, upgrading over 450 power lines and maintaining the poles and wires.



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With over 5,000 staff and contractors needing a simple to use system to submit Incident reports to the client's Health Safety Security Group on a wide range of incidents, the legacy incident system and call centre was not sustainable.

Further, the mobile nature of the field based workforce required close integration with HR and Asset systems to accurately capture key information on field team, location, supervisor, asset details, motor vehicle details, etc.

The system also needed to integrate with the client's network outage management system which records electricity network incidents as well as with their worker's compensation claims management system.

The project involved significant data migration from legacy systems.

After initial workshops with stakeholders and requirements gathering integrum and the client project team worked towards building a simple to use Initial Incident Reporting (IIR) form and portal.

The IIR allows users to consequence rate the incident across several categories and provides automated notifications to business managers based on severity and category.

This includes automated incident notifications from other systems such as the Outage Management System and involves look ups to data from a number of systems.

Detailed Corrective Action processes are raised from the IIRs to line managers and subject matter experts for assigning actions to closure.

Safety observations, inspections and audit templates provide easy capture integrated with corrective action processes. All with automated email notifications and escalations.

The rich dashboards and business intelligence available to all management levels provide the client's managers with real time report and KPI dashboards and drill downs to underlying records.

The highly configurable software allowed the client to readily build their new integrated QHSE management system for roll out including change management, user training, data migration and system integration in a few months from project commencement.

HAZARDOUS MATERIALS REGISTER & SF6 REPORTING SYSTEM

As a separate parallel project integrum is used by the client to manage and track all hazardous materials within their assets and to manage, record, track and provide annual statutory reporting on SF6 gas management.

ABOUT INTEGRUM

integrum Management Systems Pty Limited (IMS) owns, develops and supports the integrum solution which is an Australian, mature, sixth generation product (since 1996) providing integrated Quality, Health, Safety, Environment, Risk and Compliance systems and business management systems with over 500,000 users in more than 120 countries.

integrum software is web based and provided as either hosted, SaaS or in-premises solution and can operate fully off-line.

IMS is headquartered in Sydney, Australia and is supported by global offices and partners.

IMS is an IBM Advanced Business Partner.

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