

AGL: Realizing Millions Through Its Data Intelligence Program to Deploy SAP HANA® with Tata Consultancy Services

The people of Australia rely on AGL for affordable, efficient, and reliable electricity and natural gas service. And to keep operations running smoothly, AGL relies on SAP® software. To better manage meter data, AGL launched its Data Intelligence Program with long-time partner Tata Consultancy Services (TCS). Working with the SAP Active Global Support organization and leveraging the SAP MaxAttention™ offering, AGL deployed the SAP HANA® platform on time and within budget.

Now meter data is centralized, providing a single source of truth. Faster, more detailed reporting is improving forecasting and helping identify millions in potential revenue and unbilled services. Plus, greater pricing accuracy allows AGL to be more competitive, helping secure roughly 10,000 additional customers each year. No wonder TCS won the Customers' Choice award at the SAP Pinnacle Awards 2014.



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Executive overview

Company

AGL

Headquarters

North Sydney, Australia

Industry

Utilities

Products and Services

Electricity, natural gas, and solar power

Employees

3,500

Web Site

www.agl.com.au

Partner

Tata Consultancy Services Limited (TCS)
www.tcs.com

BUSINESS TRANSFORMATION

Why Tata Consultancy Services

- Agile implementation methodology and a “one team” culture
- Competency and expertise with the SAP HANA® platform
- Customers' Choice award winner for the SAP Pinnacle Awards 2014

Resolution

- Deployed SAP HANA to support the Data Intelligence Program, integrating it with a range of existing SAP® solutions
- Collaborated with TCS and the SAP Active Global Support organization
- Leveraged the SAP MaxAttention™ offering for quality assurance
- Delivered the project on time and within budget

Key benefits

- Central storage of customer meter reads, providing a single source of truth and helping to lower costs
- Ability to pinpoint all data integrity issues, saving a lot of effort in analysis
- 70% higher rate of reconciliation in monthly payments and receivables
- Faster report generation for a better user experience
- More-competitive pricing, helping acquire and retain roughly 10,000 additional customers per year

“We have been working successfully with Tata Consultancy Services for close to seven years, and this SAP HANA deployment was no exception. The results have been amazing, and we are expecting to see US\$15.2 million in benefits over the next five years. I was excited to nominate TCS for the Customers' Choice award and to hear it won.”

Darrel Egan, ISG Business Partner for Retail Energy and DI Program Director, AGL

TOP BENEFITS ACHIEVED

50x

Faster load forecasting (from 5 weeks to 4 hours)

50x

Faster portfolio aggregation (from 50 hours to 1 hour)

20x

Faster contract aggregation, taking just 2 minutes

60x

Faster settlement reconciliation (60 minutes to less than 1 minute)

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