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— Steve Sturm, IT Service Delivery Manager, ElectraNet

ElectraNet

Highlight

Electricity transmission company deploys ServiceNow to streamline back office service management.

Headquarters

Adelaide, South Australia

Geographies

Australia

Business

Energy and Utilities

Applications

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Demand Management
- Facilities Service Management

Initial Implementation Time

3 Months

ElectraNet Improves Service Management With ServiceNow

ElectraNet is a specialist in electricity transmission and provides energy and infrastructure solutions across Australia. ElectraNet owns and operates South Australia’s electricity transmission network.

Challenges of The Existing System

ElectraNet’s initial system for managing IT services was not heavily utilised by its nearly 300 staff and 700 external users, as it lacked a user-friendly interface and took a lot of time and effort to maintain. The system incorporated a portal that functioned more like a traditional ERP or mainframe system, which users found unintuitive.

Three Key Drivers For Replacement

The opportunity for improving the existing system was identified and ElectraNet’s IT Service Delivery Manager, Steve Sturm, commenced the process for replacement.

“The three key drivers in my mind were that the replacement software had to (1) be available as a service, so we didn’t have to maintain applications and infrastructure (2) have ITIL processes embedded ‘out of the box’ and (3) have an intuitive, easy-to-use interface,” Steve said.

ServiceNow was able to address those criteria.

ElectraNet Engages Enable Professional Services

ElectraNet engaged Enable Professional Services to undertake the implementation and Enable Professional Services applied its ‘EnableUNow’ Agile methodology to rapidly deploy the IPCC (Incident Management, Problem Management, Change Management and Configuration Management) modules.

The project was timed to coincide with some of ElectraNet’s other product launches, and it took three months from when the contract was awarded to implement.

“Enable Professional Services was able to meet our deadlines and deliver the project to budget,” Steve said.

ServiceNow Implementation

The implementation included a roadshow undertaken by Steve’s team, which explained the new IT service management system, the capabilities the IT team wanted to use, and solicited feedback from the business on what they wanted to see.

ServiceNow was also integrated with some of ElectraNet’s other business systems, enabling processes such as approvals to be streamlined for internal team members.

ElectraNet also used Microsoft Active Directory to extend single sign-on to the ServiceNow system and minimise the steps users needed to take to log or track incidents.

“We have seen more users log ideas for enhancement and are now looking into how other areas of the business can use different ServiceNow modules.”

“This made everything more user-friendly. As a result, most of our staff and about 700 external users are now using the ServiceNow portal,” Steve said. “Overall, we’re receiving more IT service management requests through the portal. Email requests, which involve a more laborious and time-consuming process, are trending downwards.”

Efficiency Increased With Status Tracking

The ServiceNow system provides a clear view of the number and categories of incidents and problems being logged, and eases the administrative load on ElectraNet’s small service desk team.

“Our internal service desk team still receives the same volume of calls, about 1,200 per month, but they are now able to spend more time on delivering solutions instead of on administrative tasks such as job tracking and follow-ups,” Steve said. “This allows the team to focus on the area of their (technical) expertise without compromising convenience for users, as users can access the portal to see what our team is working on and the job’s status in real time.”

Greater User Engagement

The easy uptake of ServiceNow within the business has resulted in more engaged users. Now, jobs are logged for proposed enhancements to systems, instead of just incidents and requests.

“We have seen more users log ideas for enhancement and are now looking into how other areas of the business can use different ServiceNow modules,” said Steve.

Self-Help For Immediate Resolution

ElectraNet is poised to use the self-help functionality of ServiceNow so team members can resolve low-level issues immediately themselves, instead of having to call the service desk team. ElectraNet has also extended ServiceNow beyond the IT function to other key back-office functions in the business. For example, ElectraNet’s Facilities Services are now using a portal in the same way that the IT team is.

Future Functionality

ElectraNet continues to work with Enable Professional Services to extend its ServiceNow deployment.

“We’re reviewing how the platform can be used for other functions in our business. Our success with ServiceNow has been such that we’re getting lots of suggestions from staff on how a portal could be used to improve the prioritisation and visibility of the way their teams work,” Steve said.