

Nexon partners with Jemena to drive digital transformation for Jemena's IT Service Desk system

Advancing operational efficiency and workforce productivity through comprehensive IT service automation.



Embracing the era of digital transformation as a business is imperative, Jemena, a prominent player in the energy sector, embarked on a crucial journey to revolutionise its IT support system. This strategic initiative, driven by the need to meet evolving technological demands and enhance efficient service delivery, aimed to address existing operational inefficiencies and position Jemena at the forefront of technological innovation and operational excellence.

Leading the way in Australia's energy sector, Jemena manages a wide network of energy distribution, including over 31,000 kilometres of gas pipelines and significant electricity infrastructure. With assets worth over \$12.4 billion, the company's critical role in energy supply spans across Australia, serving more than 1.9 million households and businesses. This expansive operation underscores the significance of Jemena's move towards a more innovative and efficient digital infrastructure.

At the heart of Jemena's operations is a focus on innovation. The company consistently seeks out new technologies to improve its services. This not only makes their operations more efficient but also helps shape the future of energy in Australia. Jemena is known for its strong customer service and commitment to the communities it serves.

Jemena's workforce is spread across various regions in Australia, both in remote and urban areas. One of the challenges they faced was inefficiency in their IT support help desk, which was significantly slowed down by manual processes. To address this, Jemena recognised the need to automate high-frequency requests on their IT portal and identified Nexon Asia Pacific, with its expertise in delivering technology solutions and a customer-focused approach, was a perfect fit for this task.

The situation

Jemena, like many companies in today's rapidly evolving digital landscape, recognised the urgent need to streamline their IT support operations, particularly in managing service calls for system access. The company, aware of the limitations of their manual processes, was at a critical point as they sought to overhaul their approach to service delivery. With a clear understanding that the future of efficient service lay in automation, Jemena embarked on a strategic initiative over a 6-month period to transform their existing manual system, involving over 15 distinct forms, into a seamless, automated process.

Central to this transformation was the requirement for a technology solution that mirrored the efficiency and effectiveness of a ServiceNow workflow system, which Jemena had previously used. The objective extended beyond just enhancing response times; it was about a fundamental shift in the operational paradigm of Jemena's service desk, from a labour-intensive, manual methodology to an automated, efficient system.



At a glance

Industry

Energy, utilities, oil & gas

Business challenge

- Inefficient manual processes involving ServiceNow for system access requests.
- Need for automation to streamline IT support help desk operations, targeting a reduction in response times.
- Requirement for a strategic partner to assist in transitioning from manual to automated processes, with expertise in ServiceNow and innovative IT solutions.

Solution

- End to End automation of 14 IT provisioning processes used in ServiceNow, transforming service delivery and response.
- Partnership with Nexon Asia Pacific for technical development and project management.
- Phased implementation approach to ensure technical compatibility and minimal disruption to ongoing operations, with an emphasis on innovative, agile solutions.

Outcome

- Significant reduction in manual processing of service calls leading to enhanced operational efficiency and faster service request processing.
- Notable improvements in overall IT support system, with reduced wait times and increased agility in handling high-frequency IT requests.
- Establishment of Nexon Asia Pacific as a strategic partner for Jemena, setting a precedent for future collaborations in digital innovation and transformation.

This transition necessitated more than just technological innovations; it required a collaboration with a provider that could offer not only advanced technological solutions but also strategic insights and a deep understanding of workflow automation leveraging ServiceNow's capabilities.

Jemena, at a pivotal stage in their digital evolution, was not merely looking for a vendor but a true partner to transform their IT support system. This partner needed to understand the unique challenges faced by Jemena, particularly in transitioning from their current manual processes to an automated system comparable to the ServiceNow workflow. Emphasising more than just technical upgrades, Jemena sought a comprehensive solution that would integrate innovative automation technologies while allowing their service desk staff to focus on more strategic tasks.

The selection process demanded a rigorous evaluation of potential partners who could offer not just technical expertise but also a dedicated commitment to assisting Jemena during this vital phase of digital transformation. "In our quest for a solution provider, we prioritised expertise in ServiceNow and the ability to efficiently drive the automation process. Our goal was to collaborate with a provider who could deliver advanced technical solutions while aligning with our long-term operational objectives and contributing strategic insights. Ultimately, we chose Nexon Asia Pacific, recognising their ability to effectively combine technical skill with a profound understanding of our operational needs," said John Bulzomi, Project Manager from Jemena.

The solution

Once engaged, Nexon Asia Pacific embarked on a 'collaborative journey' with Jemena to provide a comprehensive solution to meet their specific needs. Central to this transformation was the automation of high-frequency IT Portal user requests, a strategic move aimed at drastically reducing wait times and manual efforts in service delivery.

Nexon's approach was methodical, emphasising the need for detailed planning and phased implementation to ensure minimal operational disruption. The heart of the solution lay in Nexon's Platform Implementation Framework (PIF), a blend of agile and waterfall methodologies that assured effective project control and management. This framework was instrumental in aligning ServiceNow functionalities with Jemena's unique operational requirements. A crucial aspect of this alignment was the integration with IDAM (Identity and Access Management), focusing on simplifying processes and reducing complexities through innovation, ensuring effective identity and access management within the organisation.

The initial phase of the project revealed a need for an upgrade in Jemena's Identity Management system to ensure compatibility with its Microsoft Azure Active Directory (AD). This integration with Azure/AD was key to enhancing Jemena's identity management capabilities and was a major component of the first phase of implementation. The first phase accomplished most of the automation objectives, with the Azure/AD integration playing a pivotal role. The second phase was slated to address the remaining challenges post-upgrade. Despite encountering delays, Nexon's team adeptly navigated these complexities, revising strategies and maintaining the project's momentum.

John noted, "Nexon's solution has been transformative for us. Their expertise in not only deploying technology but in understanding our challenges has led to a remarkable reduction in operational inefficiencies. We have seen a significant decrease in requestor wait times and manual efforts, translating to tangible business benefits. The integration with Exchange was particularly influential in this regard, streamlining our communication and workflow processes. More importantly, the intangible benefits, like improved user experience (UX) and increased operational agility, have been game-changers. Nexon's ability to translate complex technical scenarios into meaningful

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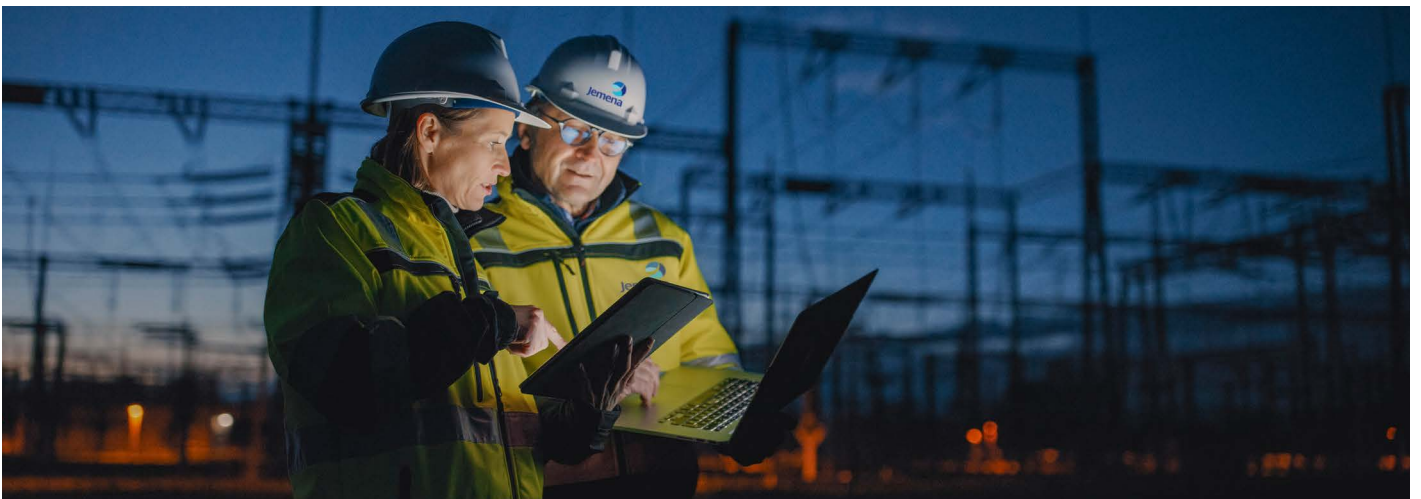
John Bulzomi,
Project Manager, Jemena

business solutions has been pivotal in our journey towards operational excellence.”

Results and benefits

The partnership between Jemena and Nexon Asia Pacific has not only been transformative but has effectively enhanced operational efficiencies and business agility. This substantial reduction in manual effort significantly accelerated service delivery, reduced wait times and enhanced overall efficiency.

“As we reflect on our transformative journey with Nexon Asia Pacific, it's clear that our collaboration has been a cornerstone in redefining operational excellence at Jemena. The automation of nearly 1,800 IT service desk requests and the rapid processing of approximately 3,000 tasks within a fortnight post-implementation is testament to our enhanced efficiency and agility. This partnership has not only streamlined our manual processes but also reshaped our business landscape, allowing us to focus on strategic initiatives and drive substantial growth. The success of this project goes beyond mere numbers; it's about how we've revolutionised the employee experience and positioned Jemena at the vanguard of technological advancement in our sector,” said John.





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The development of a reusable framework for future automation, as one of the key outcomes, has also set a precedent for continued innovation and efficiency in Jemena's operations.

However, the benefits of this partnership extended beyond mere efficiency gains. The project significantly improved the UX, notably enhancing the onboarding process for managers and new employees. Additionally, the automation brought increased agility to IT processes, a critical factor for a company with a field-based workforce like Jemena's. This agility manifested in real-time processing of service requests, drastically reducing delays that previously impacted field operations. For example, access requests that once took days to process for a workforce out in the field could now be completed almost instantaneously, preventing costly operational interruptions.

From a financial perspective, the overall return-on-investment was quickly realised. The automation freed up employees from routine tasks, allowing them to focus on more value-added activities, thereby enhancing productivity and contributing to business growth.

The intangible benefits, though harder to quantify, are no less significant. The immediate processing of requests greatly benefited those in the field, who could now avoid the costly and time-consuming need to halt work due to delayed approvals or access issues. This aspect of the project underscores the holistic impact of the digital transformation undertaken by Jemena.

The future

"As we look to the future, our dynamic partnership with Nexon Asia Pacific is poised for go further, with plans to dig deeper into technological innovation. This ongoing collaboration stands as a shining example of how strategic alliances can be a catalyst for groundbreaking advancements in the utilities sector. It symbolises a new era of digital transformation, where technology and strategic vision converge to redefine industry standards," John concluded.

This partnership has not only marked a significant milestone in Jemena's journey towards digital excellence but has also solidified Nexon Asia Pacific's role as an invaluable strategic advisor for forthcoming initiatives. Jemena's position at the cutting edge of technology utilisation for business optimisation is now more pronounced than ever. The profound success of this venture highlights the immense value that carefully crafted and skilfully executed digital strategies bring to an organisation. It illustrates the far-reaching effects such strategies have on enhancing operational efficiency, enriching the employee experience, and elevating overall business performance in a rapidly evolving digital landscape.

About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, enterprise, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions. As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative and integrated solutions. Pointedly structured and culturally driven to deliver the highest standards of responsiveness, competency and transparency, our integrated solutions and close client relationships help propel organisations forward. For expertise, delivered with care, clients can look to the future with Nexon.

To find out about Nexon, Call us at **1300 800 000**, email us at enquiry@nexon.com.au, or visit [nexon.com.au](https://www.nexon.com.au)
