

ESSENTIAL SERVICES COMMISSION DIGITAL TRANSFORMATION



The Essential Services Commission is Victoria's independent economic regulator of the electricity, gas, water, transport and local government sectors.

The Essential Services Commission faces significant challenges in regulating the energy industry, which is disrupting rapidly with the introduction of distributed generation, new business models and sharp political focus.

It has become clear that for the energy regulation team to function effectively in the future it must reposition itself now.

Having developed a conceptual overview of a target solution and a target data model, the organisation undertook a digital transformation introducing the CRISP platform. The platform provides the bases for Essential Services Commission's advanced reporting requirements, leveraging the power of Dynamics 365 to enable the retirement of 'mission critical' spreadsheets.

The key outcomes of the CRISP solution for the commission include:

- **Confidence.** The complexity and volume of compliance matters being considered by the commission have been increasing rapidly in recent years and this is expected to continue. CRISP now holds

all data in a clear and managed environment, with inter-related records and strong reporting.

- **Intelligence.** It is becoming apparent that for the commission to regulate effectively within the complexity of the energy industry, it must make better use of data. CRISP is providing an integrated platform for all operational and industry performance and pricing data. By combining these rich datasets with other external datasets, the commission should gain insights about industry activity and compliance behaviours that have not previously been easily available.
- **Efficiency.** The commission has modest sized teams and budgets, but regulates very large and sophisticated industries. As their workload increases and diversifies, the staff of Essential Services Commission have been looking for ways to improve their operations. CRISP has already provided benefits in the form of reduced application switching, data re-entry, clunky reporting and analysis.

BEFORE AND AFTER AT ESC

"My brain hurts – how can I keep track of all this !@#%?"

"I just want a single view of what I am working on, with history"

"I hope no one ever challenges this data. I have no idea who put it in there and when"

"This approach makes me feel like an amateur!"

"I wish that two of us could work on breaches at the same time"

"Careful! Press delete and it is all gone!"

"I hate switching between applications it is so time consuming (est. 1 hour per breach)"

"No easy way to view and analyse breaches by licensee, by type, by time, etc..."

"Whoops, not sure I should be able to see that..."

"Get rid of these spreadsheets, they are clunky, hard to use and need loads of re-entry"

"No need for post-it notes, the system will remind me"

"Finally it is all in one place"

"The system shows me everything I need"

"The data is now validated and more accurate than before"

"I feel like I'm working with a modern system"

"Multiple people can now work with the same data"

"Data recovery is now possible, how fantastic!"

"With automatic reminders, I'm more organised"

"MS Excel no more "

"Data security and permissions safeguard us"

"The power of the data enables better reporting "

"Data structures make reporting and analysing a breeze"

"I'm now working with CRISP and everything I need is provided in the one system"

BEFORE
AFTER