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 hate switching between applications it is so time consuming (est. 1 hour per breach)"
"Finally it is all in one place"
"With automatic reminders, I’m more organised"

"I just want a single view of what I am working on, with history"
"No easy way to view and analyse breaches by licensee, by type, by time, etc...
"The system shows me everything I need"
"MS Excel no more"

"I hope no one ever challenges this data, I have no idea who put it in there and when"
"Whoops, not sure I should be able to see that..."
"The data is now validated and more accurate than before"
"Data security and permissions safeguard us"

"This approach makes me feel like an amateur"
"Get rid of these spreadsheets, they are clunky, hard to use and need loads of re-entry"
"I feel like I’m working with a modern system"
"The power of the data enables better reporting"

"I wish that two of us could work on breaches at the same time"
"No need for post-it notes, the system will remind me"
"Multiple people can now work with the same data"
"Data structures make reporting and analysing a breeze"

"Careful! Press delete and it is all gone!"
"I’m now working with CRISP and everything I need is provided in the one system"