



Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

Integrated Data Maintenance Support for a Leading Electricity Supplier in Australia

Summary

A leading electricity supplier responsible for managing the infrastructure serving 844,000 power connections to homes and businesses across Melbourne and central and western Victoria faced growing operational demands to maintain consistent data accuracy & quality across platforms. These entities operate in affiliation with Power Network Services Pty Ltd., which supports their core operations and network services. Techwave's integrated support model ensured uniformity in data across platforms, increasing operational efficiency.

Industry:
Utilities

Company Size:
850000 connections

Region:
Australia

Key Challenges:
Data Accuracy & Maintenance,
Complying to the Standards &
Procedures, Consistent Data
Quality, Operational
Inefficiency

Business Challenges

The electricity supplier in Australia & its affiliated utilities are navigating increasing operational demands, which include:



Maintaining precise and synchronized asset data across GIS and SAP platforms to support reliable operations



Complying with the procedures, policies, and technical standards of affiliated utilities



Ensuring consistent data quality across a large volume of assets and ongoing field updates



Expanding operational capacity while sustaining compliance and high efficiency

Strategy & Solutions

Techwave's Integrated Support Model (ISM) provides data services supporting business as usual (BAU) operations, including GIS updates, drawing management, and asset configuration within the client's GIS system, accessible via Citrix

The key services include:

GIS Data Management

Capturing and validating asset data in GE Smallworld using automated workflows through Quality Manager to ensure accuracy and reliability.

Standardized Asset Replacements

Executing replacements of poles, transformers, cross arms, LV overhead services, HV fuses, surge arrestors, insulators, pole-top assemblies, and ST/HV/LV stays according to GIS data capture standards.

End-to-End BAU Support

Providing routine data maintenance and fault management while creating network designs aligned with as-built conditions.

System Integration & Compliance

Updating GIS, SAP, and drawing management systems in strict accordance with industry and utility-specific standards.

Preventive Defect Management

Implementing a proactive defect remediation framework focused on automation, process optimization, specification updates, and targeted training to minimize recurring issues.

Business Outcomes

Techwave's integrated support model enabled the electricity distributor to:



Reduce outage response time and improve situational awareness



Maintain consistent asset data across platforms



Achieve higher data quality and operational efficiency

Why Techwave?

Since 20 years, with 500+ clients, operating across 5 continents, Techwave is empowering world's largest businesses to turn their business challenges into opportunities of success. With our vast experience & expertise in Cloud, Data, Engineering, Automation & AI, SAP, and Application Development, we are enabling digital transformation for our clients.

We enable utilities to modernize networks faster, cost-effectively, and in compliance with industry standards. Our capabilities in data management, LiDAR processing, and geospatial SAP integration deliver accuracy at scale and reduce rework. AI-driven automation and field tools keep the physical grid and ADMS model in sync, prevent data drift, enhance operational safety, and simplify audits with a complete asset lineage—ensuring resilient, future-ready infrastructure.



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