



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 Distributor in Australia

Summary

A leading electricity distributor in Australia serving 1.8 million customers operating complex infrastructure with tightly integrated systems (GE Smallworld, SAP PM/MM and ADMS) faced challenges in keeping accurate, synchronized asset data to help in real-time visibility during outages and maintain data quality. Techwave's integrated support model helped in maintaining consistent asset data across platforms and enhance operational efficiency.

Industry:
Utilities

Company Size:
\$1.8 billion

Region:
Australia

Key Challenges:
Data Accuracy & Maintenance
Emergency Response Time
Operational Efficiency
Data Quality & Uniformity across platforms

Key Challenges

Maintaining accurate, synchronized & up-to-date asset data across GE Smallworld, SAP and ADMS platforms to avoid data discrepancies and operational delays

Delivering rapid, 24x7 outage response supported by real time geospatial visibility

Managing essential SAP asset commissioning activities without impacting day-to-day network operations

Maintaining high data quality and uniformity across thousands of assets and continual field updates

Expanding operational capacity while meeting strict compliance standards and sustaining efficiency

Strategy & Solutions

Techwave's Integrated Support Model (ISM) provided end-to-end data maintenance and emergency support services by:

Strengthening GIS data integrity through structured asset data capture and automated validation workflows, leveraging CIM and custom-developed quality tools



Ensuring alignment across systems by synchronizing SAP asset hierarchies and work orders with GIS (GE Smallworld) and ADMS platforms



Delivering real-time data validation and commissioning assistance during critical go-live activities to minimize operational disruption



Providing continuous ADMS emergency support, enabling reliable outage mobility, switching operations, and real-time grid visibility



Enabling rapid geospatial updates to accurately reflect evolving field conditions and asset changes



Establishing a proactive defect management approach supported by automation, process optimization, specification enhancements, and continuous training



Business Outcomes



Reduced outage response time and improved situational awareness.



Maintained consistent asset data across platforms.



Ensured timely updates of asset commissions on SAP for efficient asset management.



Achieved 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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