one51 CONSULTING | Endeavour Energy

One51 Case Study

Real-world application of analytics

Overview

After deploying a new enterprise data platform, long-established energy provider Endeavour Energy decided to partner with data experts who could support them in developing their data capability.

One51 was engaged to assist with data strategy and governance, best practice user experience and reporting, and training for super users on how to get the most out of Microsoft Power BI.

As a result of the partnership, Endeavour Energy is now able to leverage their data platform to its fullest extent – from consistent and accurate reporting to vast insights for decision making.

Building internal capability to leverage data

Endeavour Energy has been supplying electricity to Sydney homes since the first street light turned on in Parramatta. With a mission to be the best performing network in Australia, Endeavour Energy currently services more than 2.5 million people in homes and businesses across Sydney's Greater West, the Blue Mountains, the Southern Highlands, Illawarra and the South Coast of NSW.

As part of their long-standing commitment to continual improvement, the company recently completed an overhaul of its core technology and systems – including implementing an enterprise data platform with Microsoft Power BI.

"We were ready to start leveraging analytics and insights to drive more value for our business and customers," says Simon Lewis, Data Governance & Reporting Manager at Endeavour Energy.

"We wanted to put our best foot forward and engage data experts who could not only guide us on our data strategy but also the nuts and bolts of implementing it."

After evaluating numerous large consultancies and tech firms, Endeavour Energy chose to partner with One51.

> "One51 has helped us establish the foundation to collaborate, innovate and get the most out of data in our business. They provide a very high level of service – freely giving their expertise and partnering with you to go in the right direction together."
>
> **Simon Lewis**
> *Data Lead, Endeavour Energy*

Harnessing the power of Microsoft Power BI

While Endeavour Energy initially engaged One51 to augment their internal team, they quickly realised the potential of the relationship across the full data spectrum.

"The team at One51 was awesome and very flexible. The more we worked together, the more we could see the value in what they could provide. Our relationship grew from augmenting our team to establishing a best practice data environment that we could control and trust, with consistency in how people worked with data across the business."

Across a near 12-month period, One51 supported Endeavour Energy with:

- **Data modelling and engineering**
- **Analytics and Insights**
- **Data strategy and governance**
- **UX Design**
- **Reporting best practices**
- **Power BI Training**

Wassim Chammaa, Director at One51, says "We worked closely with Endeavour Energy to help them apply the strategies they had in mind and grow their data maturity.

"We embedded ourselves in the team and worked on upskilling through training and establishing rigour around data use and access. Then we supported the team in building out their reporting in a way that would allow users to intuitively navigate from high level data down to the minutia."

Consistent, accurate and governed data for new insights and fast decision making

As a result of the partnership, Endeavour Energy has seen impressive growth in data maturity across the organisation.

"One51 led a series of intensive training courses for our super users," says Simon. "Since then, they've been using data in a much more effective and systemised way.

"Before One51, stakeholders had said one of our key reports was difficult to digest and understand. The One51 team re-designed the report from back end to front end design and now the feedback is excellent; everyone says it's engaging, clear and informative.

"We're finally using our data platform to its fullest extent which has really helped to benefit our organisation and drive outcomes. People are working better together thanks to the training, and at a corporate level we can measure our progress and success much better than before."

Ultimately, Simon believes their enhanced data capability will ensure Endeavour Energy can deliver the best possible customer experience.

"In consolidating all our information, we have insights we've never had before. These support us in providing a consistent and high quality service to our stakeholders and customers."

Of working with Endeavour Energy, Daniel Milech (Senior Consultant at One51) says, "It was a pleasure working with Simon and his team. We always look at the essential outcome our clients want to achieve, rather than a specific problem, and ask how we can go the extra mile to help them get there.

"Everyone at Endeavour Energy knew their job down to record level which helped us streamline the data modelling process. They are very forward thinking and wanted to use data as a core enabler to be the best in the market at what they do – from safety, the environment and regulatory reporting, through to their products and services."

Want to achieve results like this in your organisation?
To speak with a One51 consultant, contact us.

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