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Mr Joseph Lopez, Knowledge Manager, Delta Electricity

#### ORGANISATION

Delta Electricity

#### INDUSTRY

Energy & Infrastructure

#### SOLUTION

 **Objective ECM**

#### BENEFITS AT A GLANCE

- Compliance with State legislation
- Optimising infrastructure assets
- Improved efficiency
- Enhanced collaboration
- Risk mitigation
- Improved knowledge sharing culture

## Strategic knowledge management for effective operations; in head office, and at power stations

Operating in one of the most demanding industries, where access to accurate, timely and secure information is critical to their performance, Delta Electricity recognised the need to improve information management practices. Delta took the opportunity to overhaul legacy information systems, to ensure all corporate information including electrical, plant and engineering drawings would be managed in a single information repository.

Delta Electricity is a leading generator of electricity, producing 12% of New South Wales electricity from coal, water and biomass. Delta also manages Australia’s largest baseload renewable energy project.

An Objective customer since 1999, Delta Electricity’s changing business requirements have seen the Objective solution evolve in line with Delta’s business objectives and changing information needs.

#### MITIGATING RISK

Mr Joseph Lopez, Knowledge Manager, Delta Electricity, said: “The original business case to implement a solution, in the interest of staff safety, has the capability of managing drawings together with corporate records.

“Delta has thousands of drawings that provide our engineers with detailed design plans of Delta’s generating assets. If a potential emergency arose at one of the power plants, our engineers need to be confident they are accessing the most current and accurate version of the plans. This allows our engineers to quickly identify the source of the problem and make decisions in a timely manner to prevent a potentially dangerous situation from occurring.

“Delta sought to implement a solution that would be compliant with the State Records Act and the ISO 14000 Environmental standard framework. This meant significant changes for Delta’s information management practices, as they had to migrate from their legacy records management system.



## MAINTENANCE & SAFETY

RELY ON CURRENT  
VERSIONS OF DOCUMENTS

### ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

### OBJECTIVE CORPORATION LIMITED

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"When our engineers use Objective, it mitigates the risk that they may be accessing the incorrect plans. It also encourages information sharing and collaboration across Delta.

"Our intention was to move staff away from the mindset of individual ownership of documents by building a single knowledge base that allows staff to share and use information irrespective of the area in which they work," said Mr Lopez.

### CHANGING BUSINESS REQUIREMENTS

As Delta has evolved, their business requirements have changed. Objective was originally implemented to manage drawings and physical corporate records. Today, Objective manages documents, records, emails, archives and disposal; correspondence, auditing and security; Intranet publishing; document approvals and due diligence document provisions. Objective is also integrated with key business systems, such as Ellipse, an Enterprise Resource Planning (ERP) system.

"With integration to key systems, such as Ellipse, Objective provides the documentation evidence needed to support and justify each business transaction," said Mr Lopez.

### STRATEGIC KNOWLEDGE MANAGEMENT FOR EFFECTIVE OPERATIONS

At Delta, Objective's knowledge repository provides cross-organisation access to all corporate information needed for operating geographically dispersed power stations. One of the key lessons learned from the evolution of Delta's information management strategy is that successful management of corporate knowledge minimises duplication of effort and enables better decision-making. As a result, Delta's Executive Management endorsed an initiative to retain and develop knowledge processes to support effective operations and planning.

Delta understands the importance of knowledge management within an organisation and it uses Objective to support the knowledge generated so Delta can continue to deliver innovation and performance improvement.

"We have staff based at multiple sites using Objective, the knowledge involved in their jobs is essential to the business and we need the ability to effectively capture and retain this corporate knowledge for future use," said Mr Lopez.

To ensure Delta knowledge is appropriately captured and to encourage user adoption, the Delta project team incorporated a reference glossary termed the 'Delta Glossary' into Objective. This Delta specific language dictionary provides corporate and technical staff a common language that they can use to collaborate.

With seamless integration into key business systems, Objective has enabled Delta to leverage technology to create a consolidated knowledge asset infrastructure that supports critical business processes and functions such as occupational health and safety.

"As a result we have developed a more collaborative working environment where staff at head office and those working remotely at the power station can work together on projects and have immediate access to the same information.

"Objective's flexibility, coupled with our long-term engagement has ensured that the solution continues to meet Delta's business needs now and in the future," said Mr Lopez.

### THE FUTURE

"We extended our use of Objective over the years, as our business changed, Objective changed with us. We are constantly seeking ways to further innovate and improve on our existing performance," said Mr Lopez.