



Case Study

SA Government – Maintenance and Auditing Solution

Keeping better track of subcontractor maintenance patterns allows the customer to better identify cost-saving measures and potential overcharges.



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Problem.

This SA Government Department maintains thousands of assets around South Australia. Tracking job characteristics to determine inefficiencies, budget blowouts or even unusual transactions within the volume of subcontracted maintenance work proves highly effort intensive.

Previously this has been done by subject matter experts identifying potential cases of cost-savings based on their experience, data analysts preparing reports to investigate the prevalence of these cases, and decision-makers choosing actions based on these reports.

This process is resource and time intensive and still requires effort for maintenance or update of previously prepared reports before an audit can occur.

Solved.

Instead of data manipulation within Microsoft Access and reporting within Microsoft Excel, both of these roles were brought into the broader Azure and Power BI ecosystem.

An analytic model was developed to allow for the analysis of maintenance jobs. This leverages the corporate data warehouse but augmented it with the advanced analytical capabilities in the broader Azure ecosystem.

Interactive visual representations of the modelled data were developed to give a point-in-time and across-time view of maintenance jobs. These can now be analysed appropriately to identify jobs of particular characteristics of interest (such as unusual activities or transactions).

Exposé assisted the Department in becoming more proactive than reactive with regards to auditing the maintenance of their assets.

Business Benefits.

- More efficient identification of problematic invoices – the effort to produce one particular report reduced from a few weeks to a single day.
- No more manual effort required for updating regular reports – reports interface directly with data models derived from the Department's data warehouse, rather than being statically created at a point of time.
- Interactivity with reports allows subject matter experts to directly interrogate maintenance data – not requiring time to wait for report preparation to investigate new trends.
- The Department's Maintenance team can proactively audit the right invoices/jobs and become more accurate in targeting specific areas of interest.
- This solution and the increased accuracy it provides lead to a significant saving of resource time and money.

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**Do you have any additional questions, or
want to know more?**

We would love to hear from you.

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