



Mighty River Power
Auckland, New Zealand
www.mightyriver.co.nz

Industry:

Utilities

Annual Revenue:

US\$865 million

Employees:

800

Oracle Products & Services:

Oracle Business Process Management
Oracle Universal Content Management

“Oracle Business Process Management provided us with a fail-safe way to manage and capture changes to engineering processes. These changes, if not managed and monitored properly, can have dramatic safety and economic consequences for our business and customers.” – Jason Hale, Application Specialist, Mighty River Power

Mighty River Power Reduces Costs and Time to Model New Engineering Business Processes

Mighty River Power is an integrated energy generating, trading, retailing, and metering business. The company sells electricity and gas to more than 400,000 customers through its retail businesses—Mercury Energy, Bosco, and Tiny Mighty Power. Its metering business, Metrix, provides meters and meter-reading services to residential and commercial customers.

Challenges

- Improve engineering change management processes across 26 power stations to lower infrastructure costs and financial risk
- Enable staff and third parties to efficiently retrieve historical engineering change management data and plant drawings
- Improve resource use and reduce cycle time for engineering changes through better workflow automation and engineering design collaboration
- Capture employee knowledge for future reference
- Consolidate existing systems and paper-based processes to reduce waste and eliminate data duplication

Solution

- Used Oracle Business Process Management to develop complex engineering process management workflows and a new user interface in a few days and without formal Oracle business process management training
- Reduced the time and cost of implementing engineering process changes as a result of shorter development cycle times and improved communication
- Gained a consistent, fully automated, transparent, and auditable change control framework, reducing the need for administration support and improving resource management
- Increased number of users from 85 to nearly 200 within two weeks of go-live, due to the ease of use (formal training not needed) and positive word-of-mouth
- Used Oracle Universal Content Management to retain knowledge, creating a repository of business process change projects that can be accessed for future initiatives
- Shortened design lifecycle time by enabling staff in multiple locations to collaborate and mark up documents in real time
- Supported corporate green initiatives by reducing paper use and the need for employees to travel to various offices for work