



magnaview

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Service

Industry Industry

Location Perth, Australia

Customer story

Customer

Reporting in the Electricity supply distribution operation

Western Power

Western Power uses MagnaView to monitor operational processes and to make ad-hoc analyses. By using MagnaView it's possible for Western Power to use generic queries, made by their IT-department, to make analyses which are relevant at that moment. This means a much shorter turn around time!

Customer profile

Western Power is responsible for the safe, reliable and efficient distribution and transmission of electricity in the South West of Western Australia. They connect electricity to homes and businesses, and maintain and expand the electricity network.

Western Powers electricity network includes;

- Over 140 transmission substations;
- 6,750 kilometres of transmission lines and cables; and
- 83,000 kilometres of overhead and underground distribution networks.

"I am still very excited about the benefits of magnaview and my staff uses it for detailed add hoc analysis and several monthly reports. It is such a big improvement to the old ways of doing things."

Representing Western Power

Shane Duryea is Manager Network Operations at Western Power.

"The WP Network Operation Control Centre is responsible for electricity distribution control operation across the WP electricity network - dealing with faults and planned outages. MagnaView reporting is used to provide us the visual data mining and presentation for detecting obscure underlying network faults and also for process enhancements. To date, we have developed a number of MagnaView reports using the real time operational ENMAC data, these include:

- Reporting of unnecessary fault attendance of customer reported fault
- Mobile and Voice dispatch
- Repeated Fuse trips
- Planned outage job schedules
- Switching program job steps.

Finding out about MagnaView starts with (visually) inspecting our products.
Download a demo from www.magnaview.nl tab community today, or ask us for a trial version.

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Prior to use MagnaView, we used other standard methods for reporting, graphing such as spreadsheet, crystal reporting, etc. These tools do not provide us with the capability to readily and quickly view our situation in different angles without the workload to re-prepare data for graphing/reporting. A lot of efforts were spent on the issues of data preparation and the focus on the identification of the real problem was lost. We were in the search for the new capability and we found MagnaView.

The MagnaView reports have allowed us quickly achieving our situation awareness position. The visual presentation allows us to home in the troubled spot or subject of interest to change our process and improve our customer satisfaction. A different view on the same set of data can be quickly obtained.

Fundamentally, it is still mandatory to 'know your data' before thinking of reporting using Magnaview."

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