
Western Power

Connecting people with electricity



Trusted partner for your Digital Journey

Atos

Atos has been chosen for its expertise to set up, configure and operate the Western Power's document management platform, OpenText. Western Power build and maintain the electricity network in Western Australia. Atos helps Western Power in ensuring an information compliant network in Western Australia.



The challenge

Document and information management

The utility corporation needed expertise in operating a document management platform that will capture contracts and documents used for management, as well as support the information management and compliance section. In order to ensure a safe, reliable and affordable connexion between people of Western Australia and electricity, Western Power has chosen Atos to ensure its information compliance through the document management system platform, OpenText.

The solution

A fit for purpose solution

Atos provides a document management solution through software called Open Text, specialized in consulting, systems integration, application management and managed operation services. Atos delivers a fit for purpose solution, on time and to budget. The solution enables Western Power to improve their document management user experience, to provide key document management functionality on a stable and supported system as well as to minimize disruptions to end-users during the cutover period. Western Power is now operating with a system that satisfies regulatory and audit requirements. Atos also provides an insight for future enhancements to Western Power's information management capability, including workflow and collaboration. To ensure a good experience, Atos' experts are delivering in house and on-going support to Western Power.

The benefits

A customer satisfaction close to 100%

Atos is offering an enterprise content management solution that meets client expectations and beyond. The benefits for Western Power are multiple: in-house expertise, compliance with the Government record-keeping legislation, improvement of the aspects of record-keeping management and the administration of control documents, user experience including satisfaction and improved, enhanced efficiency. As of March 2020, Atos achieved a 98% in relation to incident responses and request fulfilment which is well above the requisite Service Levels required. This has enabled Western Power's customers' satisfaction to reach 91%.



Western Power

Western Power is a Western Australian State Government-owned corporation with the purpose of connecting people with electricity in a way that is safe, reliable and affordable. They build, maintain and operate the electricity network in the south-west corner of Western Australia. Western Power is creating innovative energy solutions to enhance Western Australia's power supply.

About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos | Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

Find out more about us

atos.net

atos.net/career

Let's start a discussion together



For more information: ANZ@atos.net

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