

DXC Eclipse achieves full Microsoft Dynamics NAV upgrade and migration in 2 months for Aurora Energy

Client name: Aurora Energy

Location: Hobart, Tasmania

Industry: Energy/Utilities

Challenge

- Disentangle shared accounting and general ledger system following a spinoff
- Replace out-of-support Microsoft Dynamics NAV version and derisk by moving away from legacy components
- Go live with the new platform by the start of the financial year — in less than two months

Solution

- Upgrade and simplify the Microsoft Dynamics NAV environment
- Continue to provide legacy NAV support during migration
- Remove all traces of legacy functionality and data

Results

- Ability to continue business as usual and achieve end-of-year objectives
- Seamless acceptance of a new system that is fully supported, user friendly and meets critical business needs
- Modern architecture for streamlining additional processes and leveraging newer NAV functionality

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Aurora Energy, a commercially operated entity owned by the Tasmanian State Government, retails electricity and gas to households and businesses throughout Tasmania.

In 2014, the distribution arm of Aurora Energy merged with Transend Networks to become a new separate entity, TasNetworks. As a result, Aurora Energy and TasNetworks needed to disentangle their shared accounting and general ledger system, which was based on an old version that was significantly dated.

To complicate matters, Aurora Energy needed to go live with the new platform by the start of the 2016/17 financial year, which meant DXC Eclipse, a practice within DXC Technology, had to move fast and complete the implementation in less than 2 months.

Solution

DXC Eclipse worked with Aurora Energy to upgrade its Dynamics NAV implementation and simplify the environment, removing all traces of the legacy functionality and data.

Aurora Energy needed to replace its older version of Dynamics NAV because it was no longer supported by Microsoft. While DXC Eclipse continued to provide support, Aurora Energy, as part of a larger derisking strategy, sought to move away from maintaining a legacy version.

Shaun Weber, service delivery and operations manager at Aurora Energy (and now chief information officer), said: “Support was the big challenge because it is a business-critical solution for Aurora Energy. We were already very comfortable with the way Dynamics NAV performed, as well as its functionalities, so there was no intention to move to a different product.

“The upgrade was important so we could remove the legacy components that had been built into the previous system, which we no longer used. Having so many unused features created a bloated system that didn’t perform optimally.”

DXC Eclipse leveraged its existing knowledge of Aurora Energy’s technology environment to undertake an extremely fast implementation: The go-live date was just two months after the project kickoff.

“There is an inherent risk in changing a technology system while also managing the end of the financial year,” Weber said. “However, there were no problems with the implementation, and the team was able to achieve its end-of-financial-year objectives without delays. That’s testament to how well the project went technically; we were able to continue business as usual without any impact.”

Because Aurora Energy was utilizing an upgraded version of a previously installed system, there was no need for a major change management project, including user acceptance testing.

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Shaun Weber

Service Delivery and Operations
Manager; now CIO,
Aurora Energy

Outcome and benefits

“There has been absolute acceptance of the new system,” Weber said. “There was a very short period of adjustment to the new look and feel, and the feedback is that the business has been able to move seamlessly into using the new version of Dynamics NAV. As a result, we now have a system that is fully supported, easy to use and delivers all the functionality required.”

Aurora Energy can now consider ways to leverage Dynamics NAV’s modern architecture to streamline other processes and take advantage of the functionality available in the latest version.

Working with DXC Eclipse

The collaborative effort between Aurora Energy and the DXC Eclipse team meant the implementation was achieved on time and within budget, which was a significant challenge given the short timing of this project.

“There was very strong engagement between the internal project team and the DXC Eclipse project team,” Weber said. “Because we already had a relationship with DXC Eclipse, the team knew Aurora Energy well, and they were familiar with our IT systems.

“We knew it would be a relatively simple implementation because we were, in effect, simplifying the environment. However, the time frame was always going to be challenging. We were pleasantly surprised at how smoothly it was done. DXC Eclipse made sure the right skill sets were available as needed for the project, which meant we were able to achieve the outcome within the tight time frame.

“This experience has shown that if you have a good relationship with your partner, they understand your business and what you’re trying to achieve, and they work collaboratively — then you can achieve the right outcome. That’s how DXC Eclipse helped us ensure we were successful.”

About DXC Technology

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