

Demonstrated capacity to deliver solutions that help our clients manage their business

Case Study

The Utility

Ergo delivers a World of Windows

Deregulation in Australia's energy sector has spawned a wide array of energy producers, wholesalers, distributors and retailers. One of the largest utility companies to emerge from the crowd is one that specializes in providing services — asset management, operations, construction, maintenance, etc. — to energy retailers and partners across Queensland, New South Wales, Victoria and Tasmania. This company, that specialized in managing the assets of its clients, engaged Ergo to develop an application help manage its own IT assets across the enterprise.

The desired outcome, the *World of Windows*, was an application that would provide the utility's IT department with a dashboard view of the health of every Windows based server and workstation in the company. This application allowed the IT Department to improve response times and reduce operational costs to internal customers by helping manage software and hardware assets across the client's distributed office network.

Ergo's team used leading edge technology and an Agile development methodology to ensure that the application was delivered on time and in line with the client's evolving business requirements.

Whilst the proliferation of servers and workstations was an unavoidable consequence of the client's rapid growth, the *World of Windows* developed by Ergo helped manage costs (Op-ex and Cap-ex) and minimize IT related disruptions.

As deregulation increased contestability and shrunk profit margins, shared services delivered right have helped companies improve internal efficiencies and remain competitive.

Ergo's work with the utility is indicative of the company's ability to help clients manage their business, in a challenging environment, by delivering outcomes to a high standard and within defined timeframes.

Ask Yourself:

- Will my business evolve and be challenged?
- Will my business requirements change?
- Will my investment in technology stay aligned with my business?



“The key to successful software development is bridging the gap between understanding business requirements and the ability of developers to create applications. Business leaders know what their business needs to be successful. Traditional software development methods have often fallen short in their ability to deliver valuable software in time and on budget with only the functionality that’s valuable and all the functionality that’s needed.”

Agile Software Development



Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

Individuals and interactions over processes and tools

Working software over comprehensive documentation

Customer collaboration over contract negotiation

Responding to change over following a plan

Ergo’s highest priority is to satisfy our customers through timely and consistent delivery of valuable software. That’s why we invest substantial time to understand the required business outcome.

To help us deliver exceptional software solutions, Ergo embraces The Manifesto for Agile Software Development (www.agilemanifesto.org).

This means that we employ an Agile approach to the design, development and delivery of business applications. At their core, Agile methodologies are about values and culture and placing people at the centre of the solutions we develop. Our Agile approach means:

- Our highest priority is to satisfy the customer through delivery of valuable software.
- We deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter time scale.
- Working software is the primary measure of progress.
- Continuous attention to technical excellence and good design

Ergo recognises that the effective use of software is related to the empowerment of the people who depend on and use it. It doesn’t stop at the completion of the code. The need to facilitate training and education workshops involving the stakeholders and users is particularly important to ensure that applications are widely adopted and changes in behaviour are successfully facilitated.

The team of professionals at Ergo have the competencies and industry experience to design and deliver outcomes for a range of business needs.

Our speciality is delivering browser based business applications based on a central database. We frequently help our clients move away from a proliferation of spreadsheets and Access databases which have evolved to become business critical applications.

Ask Yourself:

Am I happy with the ROI I’m getting from software development projects?

Are my staff un-productive because of poor software usability?

Am I trying to manage my business through Spreadsheets and Access Databases?

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