Powerlink's Next-Generation Network Incident Management System Gives Single View of Incidents and Hazards

Client
Powerlink

Business Area
Business Applications

Industry
Utilities

Location
Brisbane, Queensland



Overview

Powerlink Queensland owns, operates and manages the state's high-voltage electricity transmission network, serving more than five million Queenslanders and 241,000 businesses across a 1,700-kilometre footprint. Its network spans 15,449 circuit kilometres of transmission lines and 152 substations, so incident and hazard management sits at the centre of its safe and reliable operations.

As part of its Next Generation Operations (NGNO) Program, Powerlink engaged Atturra to modernise a two-decade-old incident management environment. The goal was to bring incident, hazard and risk information into one platform, improve visibility for frontline and control room teams, and create a foundation that could support the organisation's longer-term operating model.

Fast Facts

- Two-decade-old incident tools and databases were replaced under Powerlink's NGNO program.
- The new Network Incident Management System (NIMS) runs on SafetySuite for SAP and SAP S/4HANA.
- SAP Fiori gives field and control room staff a role-based interface.
- Improved data capture supports clearer, audit-ready incident and risk reporting.
- Clean-core design and native SAP integration support future cloud readiness.

"Successfully implementing NIMS marks a significant milestone, establishing consistent, transparent, and data-driven decision-making, positioning us to continuously improve identification, assessment and management of risk"

Darren Coleman, Network Incident Management Team Lead, Powerlink

atturra

Level 2, 10 Bond Street,
Sydney, NSW, 2000
+61 2 9657 0999
atturra.com

Client
Powerlink

Business Area
Business Applications

Industry
Utilities

Location
Brisbane, Queensland

Business Opportunity

Powerlink's legacy incident management environment had become fragmented over time. Incidents, hazards and risk events were tracked across disconnected systems, which made it harder to see the full picture quickly and created extra manual work for a workforce responsible for one of Australia's most critical infrastructure assets.

That fragmentation mattered because Powerlink's teams needed to coordinate across live network operations, field work, safety management and governance requirements every day. Inconsistent data capture made reporting less reliable, while the age of the existing tooling created pressure to modernise without disrupting safety-critical processes. The replacement also had to work for a diverse user base, from control room operators to field technicians, so adoption could not depend on long training cycles or cumbersome navigation.

Powerlink also needed the new platform to fit cleanly into its existing SAP environment and support the organisation's longer-term architecture direction. The timing was important, as the NGNO program was designed to set up future operations for a network that must remain safe, reliable and ready for a changing energy mix. That combination of operational urgency, compliance need and platform complexity is what made external support valuable.

Solution

Atturra worked collaboratively with Powerlink to design a hybrid solution centred on SafetySuite for SAP, modernised onto an SAP S/4HANA platform and extended with custom SAP applications. The result is a unified environment for network incident, risk and hazard management that sits natively within Powerlink's broader SAP asset management landscape.

The NIMS solution design combined operational simplicity and technical discipline. SAP Fiori Launchpad provides a modern, role-based experience for field staff and control room operators, while Smart Search improves system-wide visibility and helps users locate relevant records faster. An Unplanned Outage app strengthens root cause traceability, automated notification workflows support faster follow-up, and Esri ArcGIS integration adds spatial context for real-time safety management.

Atturra also used SAP BTP and OData services to support secure mobile data exchange between the field-facing application and the SAP environment, without introducing unnecessary bespoke backend development. That approach helps preserve system integrity and keeps the architecture aligned to Powerlink's longer-term clean-core direction.

The solution has since been successfully commissioned, and Atturra will continue to support and enhance it through 2030 and beyond.

atturra

Level 2, 10 Bond Street,
Sydney, NSW, 2000
+61 2 9657 0999
atturra.com

Client
Powerlink

Business Area
Business Applications

Industry
Utilities

Location
Brisbane, Queensland

Outcomes achieved

Powerlink now has a more coherent operating model for incident, hazard and risk management across a network that serves millions of Queenslanders and thousands of businesses. The new platform gives teams a clearer view of events as they happen and supports the organisation's wider reliability agenda.

A single environment has reduced the need to move between disconnected systems, making it easier to follow an incident from start to finish. Streamlined workflows also reduce duplicate reporting and manual entry, which helps safety and operations teams spend less time rekeying information and more time acting on it.

Consistent data capture supports more dependable, audit-ready reporting for safety regulators and internal governance. By bringing incident, risk and hazard information together, Powerlink has improved transparency without adding unnecessary complexity to live network operations.

The SAP Fiori Launchpad gives field and control room users a familiar, role-based experience that supports quicker adoption and lower training overhead. That matters in an environment where the workforce must work across office, control room and field settings with minimal disruption.

The SAP S/4HANA foundation, clean-core approach and native SAP integration give Powerlink a platform that can evolve with the NGNO program. It also creates space for future automation, improved reporting and additional safety workflows as the operating model matures.

Technologies

- SafetySuite for SAP
- SAP S/4HANA
- SAP Fiori Launchpad
- SAP BTP
- SAP asset management platform
- OData services
- Esri ArcGIS
- Custom SAP applications

atturra

Level 2, 10 Bond Street,
Sydney, NSW, 2000
+61 2 9657 0999
atturra.com