

Deloitte.

aws



JEMENA AND DELOITTE ELEVATE BUSINESS OPERATIONS THROUGH STRATEGIC MIGRATION TO AWS

Learn how Deloitte helped Jemena transform its business with market-leading technology on AWS.

[Jemena](#)'s migration to Amazon Web Services (AWS) is redefining digital transformation in the utilities sector. In this ever-evolving digital landscape, the company faced the critical challenge of keeping pace with rapid digitization while also ensuring service reliability, security, scalability, and performance. To help deliver this vision, Jemena chose to work with [Deloitte](#) and migrate its infrastructure to AWS. By embracing the cloud, Jemena has been able to transform how digital platforms and services are managed, better respond to the changing needs of the business, uplift capabilities, and provide new and exciting career pathways for its people.

BENEFITS

150+
applications migrated

700
servers migrated

12 MONTHS
to complete migration



OPPORTUNITY | Helping Jemena move at a pace

Jemena is a veteran of the energy sector, bringing over a century of experience to the table, but due to the evolving energy landscape, it needed to move its operations to the cloud—requiring a major digital transformation. It made sense, then, that the key decision-makers were determined to ground the transformation in two distinct areas: sustainability and customer-centricity. Jemena's vision to create sustainable energy solutions with communities aligns with its goal of making interactions between customers and the company as seamless as possible.

"Our mission is to ensure that our customers have a seamless experience when they deal with Jemena," says Julien Capraro, Chief Digital Officer at Jemena. "We are always seeking new ways to digitize interactions and give customers the ability to engage using their everyday devices."

Recognizing the pivotal role that technology plays in our daily lives, Jemena wanted a platform that would foster flexibility, scalability, and rapid adaptability. "We needed a technology platform that empowers us to move at pace to meet the demands of not only our changing business needs but also our energy transition," says Capraro.

It's this vision that drove Jemena to engage in a [transformative cloud migration](#), marking a major shift in its operational structure.



SOLUTION | Transforming the entire organization

Given the magnitude of the project and the complexity of a digital transformation of this size, Jemena's migration to the cloud demanded collaborations of strategic proportions, with AWS and Deloitte playing key roles. "This was a transformational project for us," says Cory Wilson, IT Infrastructure Operations Manager at Jemena. "We migrated our entire corporate environment to AWS—over 150 corporate applications and 700 servers, 3 PB of data, and more. We did all that within 12 months."

Off the back of a [proven track record with AWS and Deloitte](#), this collaboration set the stage for a migration to the cloud, which has empowered Jemena to reimagine its operational structure. This, in turn, has created a remarkable shift in the organization's capability, scalability, and agility. "Moving to the cloud provides us with the scalability, the flexibility, and the resilience that we require for running critical infrastructure," says Capraro. "What's really helpful, and certainly gives us reassurance around our resiliency plans for our digital assets, is the uptime that AWS services give us."

The finishing touch of Jemena's cloud migration involved the development and implementation of an automated, real-time disaster recovery solution. Using AWS, Jemena not only saves time but can also respond quickly to potential disruptions.

With a long history of successful collaborations, Jemena was confident that it could effectively transform its operations with Deloitte at the helm. For Deloitte, collaborating with Jemena was a natural fit. "Deloitte has a longstanding relationship with Jemena, having worked with them for nearly a decade," says Roger Jeffrey, pPartner, Consulting at Deloitte Australia. "We really understood its culture and the challenges associated with running a power and gas business. This empowered us to identify some of the key risks to make sure applications weren't disrupted during the migration."

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*—Julien Capraro,
Chief Digital Officer, Jemena*

About Jemena

Jemena's network of transmission and distribution assets brings energy to the lives of over 1.7 million Australians, delivering gas directly to more than 1.4 million customers in New South Wales and electricity to over 360,000 customers in Victoria.



OUTCOME | Collaborating for success

Deloitte's comprehensive program management and technological prowess, coupled with AWS technology, became a winning combo that aligned with Jemena's cloud migration goals. Operating in the cloud has given Jemena the freedom to pivot its focus from managing infrastructure to driving business innovation. "We're doing more important work now with the business," says Wilson. Jemena has been able to redirect its efforts to more value-driven tasks, such as bringing services to market faster and using the extensive suite of AWS services for innovative ventures, contributing to greater overall business value.

"When we're building a business case, typically with Deloitte and a customer, we look at the complete portfolio of the customer's technology estate and establish what the cost would be to run that on AWS services," says Blamey. "That's not just the cost of the computer or database services; it's also the cost of support. When we compare that to the cost of refreshing the data center assets, there's a significant savings."

It's still in the early days, but the transformation has already borne substantial fruit for Jemena—and particularly for Jemena's customers. "Customers can now spend less time on the phone thanks to self-serve options," says Capraro. "They are empowered to manage inquiries, claims, and disconnections themselves."

For Jemena, several factors played a role in facilitating a smooth digital transformation, from detailed planning and a strong architecture to internal investments and a strong collaboration with Deloitte. "We spent a lot of time planning, preparing, rehearsing, and building a strong foundation to make sure that when we did migrate, we could migrate efficiently without disrupting the business," says Wilson. "The right design for us meant we could get the performance we need out of our applications, secure them in the right way, and provide the right service to the business. And we had great support from Deloitte—the team was able to bring the experience and the capability we needed to move through the migration with confidence."

About Deloitte

Deloitte provides industry-leading audit, consulting, tax, and advisory services. It uses a unique blend of business acumen, command of technology, and strategic technology alliances to advise clients across industries.

Deloitte is an AWS Premier Tier Services Partner and an AWS Managed Service Provider.

About Amazon

Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and longterm thinking. Amazon strives to be Earth's Most Customer-Centric Company, Earth's Best Employer, and Earth's Safest Place to Work. Customer reviews, 1-Click shopping, personalized recommendations, Prime, Fulfillment by Amazon, AWS, Kindle Direct Publishing, Kindle, Career Choice, Fire tablets, Fire TV, Amazon Echo, Alexa, Just Walk Out technology, Amazon Studios, and The Climate Pledge are some of the things pioneered by Amazon. For more information, visit amazon.com/about and follow @AmazonNews.