

# Energy Water Ombudsman NSW

Not-for-profit EWON modernises its team scheduling process in only 4 days using Microsoft Power Platform.



Energy & Water  
Ombudsman NSW  
Free, fair and independent

## Organisation

Energy Water  
Ombudsman NSW  
(EWON)

## Industry

Alternative Dispute  
Resolution

## Staff size

Small (between  
51-200 employees)

*“Professional Advantage’s team is technically sound and has a spectrum of understanding that is broad and deep enough to recommend different and modern ways to do things. For a client, that’s excellent!”*

– Bernadette Or,  
General Manager Finance  
and Corporate Services,  
EWON

## Challenges



EWON needed a modern scheduling solution to replace an out of support system.



EWON wanted to minimise the need of the HR team to manually update information in their scheduling solution.

## Solutions

Microsoft

Power Automate

Microsoft

Power BI

Professional Advantage implemented a modern approach to EWON’s team scheduling system by utilising a pure-cloud play solution using Microsoft’s Power Automate, Power BI, and SharePoint.

## Results



EWON was able to decommission several servers in order to save on costs and consolidate systems.



The no-code solution was deployed in **as fast as 4 days**, saving EWON significant development effort and IT overheads associated with alternate options.



Reports are now automatically saved in a SharePoint library with the help of Microsoft Power Platform.

## Got more questions?

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