Aurora Energy Digital Services Panel – Part C EOI Response

Title:	Aurora Energy Digital Services Panel EOI
Response submitted by:	intelia Pty Ltd

Contents

Part C.1 – Respondent Declaration

Respondent Information	
Trading name:	intelia
Registered name:	intelia Pty Ltd
Australian Company Number:	621 763 693
Australian Business Number:	41 621 763 693
Registered Office Address:	Level 3, 31 Queen St, Melbourne, VIC, 3000 Level 21/60 Margaret St, Sydney NSW 2000
Principal Office Address:	Level 3, 31 Queen St, Melbourne, VIC, 3000
Tasmania Office Address: **(if applicable)**	We don't have a physical presence in this location. However, our consultants regularly travel and we're more than happy to provide fly-in fly-out support for any in-person specific requirements.
Website:	https://www.intelia.com.au/

Contact Details	
Contact Person:	Hugo Bates
Position Title:	Client Principal
Contact Email:	hugo.bates@intelia.com.au
Contact Number:	0406 198 590

Signed for and on behalf of the Respondent

I warrant that in submitting this response, I have read and accept the conditions of the EOI.

Respondent: intelia Pty Ltd

Name: Joel Collins

Position: Founder

Signed:

Date:

Part C.2 – Instructions

Respondents are to note the following instructions in completing this Part C:

- **All Respondents are to complete Part C.3.**
- Where applicable, Respondents are to **complete either Part C.4 OR Part C.5.**
- Where applicable, Respondents are to **complete either Part C.6.1 OR Part C.6.2.**

Part C.3 – Common Requirements

C.3.1 – Common Requirements

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
1	Respondent has an office and resources in Australia	Y
2	Respondent has an office and resources in Tasmania	N
3	Respondent is ISO:27001 compliant	N
4	Respondent is compliant with the Tasmanian Protective Security Policy Framework (TAS-PSPF)	Y

C.3.2 – Tasmanian Presence

Where a Respondent has indicated it has an office and resources in Tasmania, please respond to the following:

#	Question	Response
1	Address of Tasmanian office	N/A
2	Number of years of Tasmanian operations	0
3	Number of staff based in Tasmania	0
4	Details of staff roles	N/A
5	Details of current Tasmanian customers	Aurora Energy

Part C.4 – Strategic Advisory & Consulting Services

Respondents are to note the following instructions in completing this Part C.4:

- Respondents may respond to any or all of the service options in this category.
- All Respondents are to complete Part C.4.1.

C.4.1 – Category Requirements

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
1	Respondent has experience in the provision of services to retail businesses operating within the Australian Utilities sector	
2	Respondent has a demonstrable understanding of the Australian Utilities regulatory environment	
3	Respondent has experience of working with very large (petabyte) data sets	
4	Respondent has experience of clients handling large numbers of retail customers	
5	Respondent has experience and relevant certifications/qualifications across the Microsoft ecosystem	
6	Respondent has expertise in the provision of Cyber Security advice relevant to the services in this category	

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1	
2	
3	
4	
5	
6	

C.4.2 – IT Consultancy & Advisory Services

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N

#		
1	Respondent has a track record in providing advice on the technology opportunities and implications related to changes within the Australian Utilities industry (e.g. the introduction of new products and services in response to market or environmental pressures)	
	Respondent has experience in the provision of IT Consultancy & Advisory Services across:	
2.1	● Digital Strategy	
2.2	● Digital Innovation (including Product Development)	
2.3	● AI Adoption and Transformation	
2.4	● Organisational Change Strategy	

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1	
2.1	
2.2	
2.3	
2.4	

C.4.3 – Enterprise Architecture & Solution Services

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
	Respondent has experience in the provision of Enterprise Architecture & Solution Services across:	
1.1	● Strategic Technology Architecture Design	
1.2	● Architecture Process & Governance	

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1.1	
1.2	

Part C.5 – Digital Services

Respondents are to note the following instructions in completing this Part C.5:

● Respondents may respond to any or all of the service options in this category.

C.5.1 – Application Development Services

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
1	Respondent has experience in the provision of services to retail businesses operating within the Australian Utilities sector	Y
2	Respondent has a demonstrable understanding of the Australian Utilities regulatory environment	Y
3	Respondent has experience of working with very large (petabyte) data sets	Y
4	Respondent has experience of clients handling large numbers of retail customers	Y
	Respondent has expertise and relevant certifications/qualifications in the following:	
5.1	● Microsoft Azure	Y
5.2	● Microsoft Dynamics 365	Y
	Respondent has expertise and relevant certifications/qualifications in one or more of the following:	
6.1	● Salesforce Marketing Cloud	Y
6.2	● Snowflake	Y
6.3	● .NET Core	Y
6.4	● Python	Y
7	Respondent has experience in placing its resources in positions of project and technical leadership on client projects	Y
8	Respondent's technical leadership resources are onshore in Australia	Y
9	Respondent is able to provide on-demand Professional Services across the full application development lifecycle	Y
10	Respondent is able to provide project-based resources for the development, maintenance and support of bespoke applications	Y

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail

1	intelia possesses deep experience in the Australian Utilities sector and has extensive experience delivering data, analytics and cloud transformation initiatives across the Australian Energy and Utilities sector. Our consultants have supported leading organisations seen below, providing deep familiarity with the regulatory, operational and compliance frameworks governing the industry.

intelia has an established Energy & Utilities Practice which combines sector-specific insights, industry-grade consultants and extensive intellectual property tailored to the unique needs of utilities organisations in Australia.

It comprises a diverse range of consultants of varying roles and seniority, who have worked on many different projects. We understand the complexity of the energy landscape, the challenges faced and how to best implement our expertise and support to maximise the impact we have to support your growth and development as a leader in the Australian Energy sector.

We have carefully selected three key clients in the Australian Utilities sector and their respective case studies.

→ Aurora Energy - SSRS to Power BI Paginated Report

Technical Tooling

SQL, SSRS, Power BI, Snowflake (UDFs)

Business Problem

The legacy system required ongoing investment in server infrastructure, SQL Server licensing and manual upgrades, while its tightly coupled stored procedures and embedded SQL logic created heavy technical debt. Many reports relied on outdated query patterns and direct database access, limiting scalability and making it hard to align with Aurora's modern cloud data strategy.

Solution & Improvements

The SSRS migration delivered faster, reliable access to all 42 reports via Power BI, with accurate data, consistent layouts and secure role-based access through Entra ID. Centralising logic in Snowflake simplified maintenance, reduced manual effort and cut operational costs by decommissioning on-prem SSRS.

→ AEMO – Databricks on Azure Enterprise Data Platform (EDP)

Technical Tooling

Databricks on Azure eco-system, Power BI dashboards

Business Problem

Previous data management approaches were insufficient to support the future energy roadmap or handle substantial data challenges. AEMO faced long-standing data analytics challenges and needed a modern, cloud-based Enterprise Data Platform.

Solution & Improvements

The implementation and subsequent retirement of legacy platforms resulted in cost savings of over AUD $5M. Automation was introduced, reducing manual effort/duplication by up to 40%. Speed to market for insights, analytics, and reports increased by using live Power BI dashboards instead of

outdated spreadsheets. The platform also introduced and enabled modern analytical capabilities such as AI & ML.

Note: intelia led AEMO's Data Analytics and Integration Transformation as part of their broader AUD $150M Digital Transformation Program from 2019 to 2022.

intelia directly delivered or led the delivery of several key outcomes, including:

- Developing the Data Strategy and Capability Model
- Introduction and embedding the new Data Governance capability including implementation of Collibra (Governance) and Ataccama (Master Data Management)
- Implementing the new cloud-based Enterprise Data Platform (Azure Databricks on Microsoft Azure) and then migrating off and retiring their legacy data platforms (saving approx AUD $6M per year)
- Introducing Microsoft Power BI as the standard analytics and visualisation tool
- Introducing a number of new Integration capabilities including Microsoft APIM (API management) and Boomi (Near Real-time Integration)
- Enabling the Energy Forecasting teams to leverage Machine Learning capabilities available on the new EDP to vastly improve and speed up their forecasting activities (60% reduction in time and effort)

→ Infravision - IoT Machine Learning Platform

Technical Tooling

SQL, Google Cloud Platform, Machine Learning

Business Problem

The client had significant IoT devices managing and monitoring network traffic across powerlines. They required a platform to aggregate and report on this data, and provide real-time machine learning based actions to control the current flow at any time. They required a cloud native solution that was scalable, accessible in any region and secure to adhere to regional requirements.

Solution & Improvements

intelia provided a secure and scalable cloud foundations implementation. We then developed the data warehouse solution on BigQuery, as well as data pipelines using Pub/Sub and Cloud Functions. Once the data was integrated, we developed Machine Learning models to observe and provide action points to the IoT devices. On top of this, we built a GenAI agent for users to interact with using natural language. The client is now able to have real-time data provided in user-friendly dashboards in a fully managed, secure and scalable platform. The outputs of the Machine Learning models are providing direct actionability for their IoT fleet.

(Detailed case studies are added into the support document)

Further case studies are available on request for the following clients:

- **Alinta Energy**
- **Ausgrid**
- **Ausnet**
- **Endeavour Energy**

		• **Sumo Energy** • **Pacific Blue Energy**
2		intelia has a strong understanding of the Australian utilities regulatory environment, developed through regulatory-specific engagements with leading energy clients seen above. Our consultants are familiar with the National Electricity Market (NEM) framework, AEMO operational standards and AER/AEMC regulatory obligations, including data reporting, compliance, and customer protection requirements. We also understand the importance of aligning digital and data programs with regulatory drivers such as market reform, renewable integration and customer data transparency. This understanding enables us to design and deliver technology solutions that not only meet business needs but also adhere to the compliance, governance and ever-changing regulations in the energy sector. Regulatory Solutions Delivered: • 5 Minute Settlements (5MS) • Virtual Power Plants (VPP) • Distributed Energy Register (DER) • Consumer Data Rights (CDR) • Data Governance requirements (Collibra & Alation) - Collibra APAC partner of the year 2025 Example: **→ AEMO – Open APIs for Virtual Power Plant (VPP) Integration** **Technical Overview** Newly established API Management platform, scalable cloud-based platform, new patterns for multi-cloud integration, Data Analytics Engineering & ingestion. **Business Problem** AEMO needed a way for Virtual Power Plants (VPPs) to seamlessly integrate with their systems via APIs. This was necessary to send and receive large volumes of required real-time data for analysis and draw insights into how VPPs were interacting with the power system. **Solution & Improvements** Registered VPPs were able to transfer terabytes of real-time operational and forecast data for the first time using the new APIs. The solution created the template for enabling AEMO to integrate future VPPs into the market at speed and scale. There was a significant improvement of AEMO's capability to draw insights on VPP interactions. VPPs were able to earn substantial revenue by participating in contingency Frequency Control Ancillary Services (FCAS) markets using the APIs. The solution established new patterns for multi-cloud integration for the first time (Detailed case studies are added into the support document)

3	intelia has significant experience designing, engineering and managing large-scale data platforms across both cloud and hybrid environments. Our consultants are certified across Microsoft Azure, Google Cloud Platform (GCP), and AWS. We have delivered large-scale data engineering and analytics solutions for many clients through our dedicated Energy & Utilities practice and significant experience working with petabyte-scale data sets. We have implemented data lakehouse architectures, automated ingestion pipelines and high-performance analytical environments capable of managing and processing petabyte volumes of structured and unstructured data. Our expertise spans data warehousing, streaming and advanced analytics, ensuring scalability, governance, and performance for enterprise-grade workloads within regulated industries like Energy and Utilities.
4	intelia has extensive experience working with enterprise clients that manage large-scale retail customer bases across the Energy, Utilities, Financial Services and Telecommunications sectors. Within the Energy domain, our team has supported organisations seen above, where data solutions and analytics platforms were designed to support millions of customer interactions, billing records and operational data points. Our consultants specialise in data engineering, integration and analytics at enterprise scale, ensuring performance, accuracy and security when handling high volumes of customer and transactional data. This includes deep expertise in customer data platforms, regulatory reporting and service reliability analytics specifically with retail customers. Key retail clients: - AEMO - Aurora Energy - Alinta Energy - ANZ Banking Group - Australia Post - Crown Resorts - Endeavour Energy - Nine Entertainment - The Iconic - Tiliter - Vocus (Detailed case studies are added into the support document)

| 5.1 | intelia has significant capability in the Microsoft Azure ecosystem and has demonstrable experience delivering solutions spanning the full Azure ecosystem. This includes infrastructure migration and automation, cloud-native platform build-outs, data engineering and analytics workloads.

Our consulting team consists of 25+ Azure-certified engineers.

A few key examples include:

→ AEMO – Databricks on Azure Enterprise Data Platform (EDP)

Technical Tooling

Databricks on Azure eco-system, Power BI dashboards

Business Problem

Previous data management approaches were insufficient to support the future energy roadmap or handle substantial data challenges. AEMO faced long-standing data analytics challenges and needed a modern, cloud-based Enterprise Data Platform.

Solution & Improvements

The implementation and subsequent retirement of legacy platforms resulted in cost savings of over AUD $5M. Automation was introduced, reducing manual effort/duplication by up to 40%. Speed to market for insights, analytics, and reports increased by using live Power BI dashboards instead of outdated spreadsheets. The platform also introduced and enabled modern analytical capabilities such as AI & ML.

→ NTG – Legacy Data Archiving Solutions

Technical Tooling

Microsoft Azure Cloud (e.g., Azure DevOps, Azure Data Factory, Azure Synapse, Azure Purview)

Business Problem

NTG was replacing legacy on-premise systems but was required by regulatory obligations to retain the old data for years. Due to vendor licensing, the cost to retain this legacy data on-premise was very high.

Solution & Improvements

Achieved major cost savings (thousands of dollars, annually) with a low-cost, long-term, secure cloud solution. Enabled the decommissioning of high-maintenance on-premise services (and associated contracts/licensing costs). The project was the first to deliver a modern data platform into NTG's own Azure production environment using a DevOps Agile approach.

→ Crown – HR Data Migration: Consolidation To A Single Platform

Technical Tooling

Azure Data Factory (ADF), Integration to Azure

Business Problem |

Crown's HR data was siloed across different systems in Melbourne, Sydney, and Perth, preventing a reliable, single view of the workforce, hindering proactive analytics, and leading to compliance and data integrity challenges.

Solution & Improvements

intelia achieved a 98% target of successfully migrated records. The success provided Crown with confidence to meet compliance obligations. The consolidated platform paves the way for advanced data analytics and AI for intelligent workforce scheduling.

→ AEMO – Structured Meter Data Migration Project

Technical Tooling

Azure-based Enterprise Data Platform, BLOB Storage, SQL Data Warehouse

Business Problem

A legacy, on-premise data warehouse was at the end of life and at imminent risk of unrecoverable failure. Data refreshes were heavily manual and could only be done once per month at best, while new strategic initiatives required daily data refreshes.

Solution & Improvements

The rebuilt data structures and data sets are now refreshed multiple times each day, a significant improvement from monthly. The legacy data warehouse was decommissioned, reducing associated Opex costs and management overheads. The new solution's end-to-end support level assurance now meets business demand.

(Detailed case studies are added into the support document)

5.2	Yes, intelia has experience working with Microsoft Dynamics 365 and the broader Microsoft business applications ecosystem. Our consultants have supported clients in leveraging Dynamics 365 for CRM, ERP and customer-engagement capabilities, as well as integrating it with data, analytics and process-automation platforms to unlock additional business value. While Dynamics 365 is not our primary area of focus, we possess the technical skill-set, vendor familiarity and consulting mindset to deliver Dynamics 365-related initiatives effectively.
6.1	intelia has experience working with Salesforce Marketing Cloud-type solutions and the broader Salesforce ecosystem. Our team has supported client projects involving integration of Salesforce data, marketing-automation readiness, campaign-orchestration and analytics using the platform and its marketing-cloud modules. While Salesforce Marketing Cloud is not our deepest or primary service area, we bring capable expertise and proven delivery skills in the following areas: ● Strategic advisory on CRM and marketing-cloud readiness: assessing current-state marketing-data, campaign workflows, audience segmentation and identifying improvements aligned with business strategy.

- Technical implementation and integration: linking Salesforce CRM, Marketing Cloud or equivalent modules into broader data platforms, ensuring data flows, governance and analytics capabilities are in place.

- Operational support and optimisation: enabling marketing teams to adopt new campaign-orchestration tools, building dashboards for performance tracking and embedding ongoing change-management to accelerate adoption.

Example:

→ Vocus – Sales Data Insights using GenerativeAI

Technical Tooling

GenerativeAI (GenAI), Vertex AI, BigQuery, Looker, Salesforce, Excel and multiple reporting tools.

Business Problem

The sales team needed a streamlined way to gain insights from a complex data landscape (including Salesforce data). They were limited in data engineering capacity and needed a simple method to interrogate data using Natural Language. Sourcing information required significant data analysis and multiple iterations.

Solution / Improvements

intelia successfully simplified the engagement process with data sources and provided actionable insights. The solution delivered direct recommendations for customer acquisition and upselling of services. The use of AI and advanced analytics demonstrated the speed at which key decisions can be made, expected to result in direct financial benefit for the organisation

(Detailed case studies are added into the support document)

6.2	intelia has developed strong proficiency in designing, implementing and managing solutions leveraging Snowflake as a key technology partner. Through our partnership with Snowflake, we deliver enterprise-grade data architectures that support scalable storage, compute-separation, high-performance analytics and secure data sharing.

Since we partner closely with Snowflake, we are equipped to deploy rapid data ingest and consolidation pipelines, automate transformations, build governed data marketplaces (including publishing curated datasets on Snowflake Marketplace) and provide ongoing managed support to ensure operational sustainability.

Examples:

→ MLC – On-prem SQL Data Warehouse to Snowflake Migration

Technical Tooling

Snowflake (Cloud Data Platform), Data Vault methodology, On-premise SQL Server data warehouse, Migration of Power BI dashboards

Business Problem

The legacy on-premise SQL Server data warehouse faced escalating maintenance costs, limited scalability, and slow query performance. This stifled innovation and competitive advantage.

Solution & Improvements

Analytics costs were reduced by 35% by changing to a consumption-based model. The legacy environments were decommissioned, significantly reducing infrastructure overheads. Migration unlocked speed in decision-making, scalability, and agility, and enabled a range of advanced analytics and AI-enabled capabilities.

→ MLC – DataOps Creating "Speed to Insights"

Technical Tooling

Snowflake, Informatica Intelligent Cloud Services (IICS), Microsoft Power BI

Business Problem

MLC had successfully implemented Snowflake but needed to improve overall efficiency and effectiveness in making data readily available to consumers. They needed to address issues with process clarity, decision-making ownership, and collaboration to increase speed to insights.

Solution & Improvements

The DataOps recommendations enabled MLC to accelerate the delivery of data solutions. The outcome supported the automation of previously heavily manual processes. It improved data quality and increased business trust in the Enterprise Data Warehouse (EDW)

→ Aurecon – Strategic Roadmap for a Modern Data Platform (Snowflake)

Technical Tooling
Snowflake, Existing Data Warehouse Technologies (Oracle, MS SQL), Cloud Data Platforms (Azure)

Business Problem
The client's existing data warehouse ecosystem was becoming complex and costly to maintain, limiting their ability to scale and leverage modern analytics. They identified Snowflake as a powerful potential solution but required a clear strategic path for adoption. They needed expert guidance on how to best deploy Snowflake within their environment, establish effective cost management and governance, and create robust integration patterns with their existing systems.

Solution & Improvements
A comprehensive strategic review of their data warehouse ecosystem was conducted. This delivered a detailed roadmap outlining a phased approach to Snowflake deployment, optimised for the client's specific needs. The recommendations provided actionable strategies for cost control and predictable spending. The outcome was a clear, confident path forward, enabling Aurecon to de-risk their modernisation project, ensure a cost-effective implementation, and build a scalable foundation for future data initiatives.

(Detailed case studies are added into the support document)

6.3	Our consultants have significant experience in engineering using .net, across numerous data platforms along with full-stack application solutions.
6.4	intelia has deep technical capability in Python. It has underpinned a substantial amount of engineering work we have delivered across data, analytics, automation and cloud platforms. Our consultants use Python daily to build scalable data pipelines, machine-learning models, automation scripts and integrations with business systems, ensuring rapid prototyping, robust deployment and sustainable operations.

We align best-practice Python development with enterprise architecture, governance and change-management frameworks so that solutions not only deliver immediate value but also evolve with business needs. |
| | |
| 7 | intelia is highly experienced in deploying senior-level and leadership resources into client environments, taking on roles such as Engagement Lead, Solution Architect, Project Director and Technical Lead.

We embed our seasoned consultants into your team to guide strategy, define architecture and oversee delivery, ensuring consistency of vision, strong governance and high-quality outcomes. By aligning a dedicated senior resource with your priorities from day one, we help maintain momentum, enable informed decision-making and de-risk the project lifecycle. |

	No matter what the engagement, to help foster a supportive partnership, we will always ensure that Aurora Energy has access to our leadership team at any given time for support.
8	All of intelia's resources are based on-shore. Our Head Office is in Melbourne, with additional teams operating out of Sydney and Brisbane. Throughout our partnership, our clients enjoy direct access to our technical leadership team, ensuring strategic guidance, clear communication and high-quality delivery every step of the way.
9	intelia is fully capable of providing on-demand professional services across the entire application development lifecycle, from ideation and requirements gathering, through architecture and design, development and integration, to testing, deployment and ongoing support. We embed our consultants into client environments with rapid scalability, ensuring the right skills are available when and where needed to deliver high-quality outcomes.
10	intelia is able to provide project-based resources for the development, maintenance and support of bespoke applications. Whether Aurora Energy requires dedicated development teams, ongoing application maintenance or support services, we supply the right expert talent to meet your needs. Please note that we are fully onshore and our Managed Services capability is here in Australia.

C.5.2 – Microsoft 365 Professional Services

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
1	Respondent has experience in the provision of services to retail businesses operating within the Australian Utilities sector	Y
2	Respondent has a demonstrable understanding of the Australian Utilities regulatory environment	Y
3	Respondent has experience of working with very large (petabyte) data sets	Y
4	Respondent has experience of clients handling large numbers of retail customers	Y
	Respondent has expertise and relevant certifications/qualifications in the following products:	
5.1	● Microsoft Core Productivity Suite	Y
5.2	● Microsoft Exchange Online	N
5.3	● Microsoft Dynamics 365	N
5.4	● Microsoft SharePoint	Y
	Respondent has expertise and relevant certifications/qualifications in one or more of the following products:	
6.1	● Microsoft Fabric	Y
6.2	● Microsoft Intune	N
6.3	● Microsoft CoPilot	Y

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1	Please see answer in previous section c.5.1
2	Please see answer in previous section c.5.1
3	Please see answer in previous section c.5.1
4	Please see answer in previous section c.5.1
5.1	Yes, intelia has experience working with Microsoft 365 and its related productivity tools. Our consultants have supported clients in leveraging Microsoft 365 apps and services to drive collaboration, data-sharing, business process improvement and digital workplace transformation. We apply Microsoft 365 capabilities (such as Teams, SharePoint, Outlook, OneDrive and Power Platform integrations) to enable productivity uplift and change management across client organisations as well as using it across the intelia teams.
5.2	**N/A**
5.3	**N/A**
5.4	We leverage Microsoft SharePoint as an integral part of our internal collaboration, document management and team-site ecosystem. It enables our consultants and delivery teams to share resources, maintain project documentation and facilitate streamlined communication across our offices. While we utilise SharePoint internally to support our operations, it is not a primary external service offering we market or deliver to clients as a standalone solution. Our client-facing focus remains on data, analytics, cloud and platform-engineering services and we engage SharePoint only when it aligns naturally with those broader programs.
6.1	intelia has capability in implementing Microsoft Fabric to help clients modernise their data estates, accelerate analytics and embed AI-driven insights. Our consultants understand how to work across the various Fabric workloads, such as OneLake, data engineering, data science, data warehouse, real-time intelligence and business intelligence. While Fabric may be a growing part of our service portfolio, we are equipped to support migration, platform build-out, solution integration and enablement of Fabric-enabled analytics and AI at scale. Case Studies: **Suburban Rail Loop Authority (SRLA) – Data ingestion and Workforce Planning Power BI report** Microsoft Fabric, Azure Data Factory, Power BI Dashboard, Medallion Architecture, EcoSys **Business Problem**

SRLA needed the capability to effectively manage resources. They required full transparency across resource utilisation, forecasting, and recruitment to accurately plan and budget for the project. The solution needed to leverage resource and position information consolidated in EcoSys.

Solution & Improvements

A noticeable improvement in data integrity was achieved as discrepancies and missing data elements were identified and corrected, leading to more reliable insights. The careful alignment of data ensured consistency and accuracy during analysis, reinforcing the trustworthiness of the conclusions drawn. Stakeholders gained the enhanced ability to make informed decisions confidently. intelia designed a robust Medallion Architecture and implemented a three-layer data lake in Microsoft Fabric to efficiently facilitate data processing, storage, and analysis. Data sourcing and ingestion pipelines were automated using the Azure Data Factory feature of Microsoft Fabric.

NTG - Legacy platform consolidation

Technical Tooling

Microsoft Fabric, Azure DevOps, Azure Data Factory, Power BI

Business Problem

NTG were looking to consolidate multiple legacy platforms (including on-premises SQL, Oracle and custom database solutions) into a single, unified data platform to 1) reduce costs 2) allow for integrated reporting 3) provide the ability to provide data to third parties.

Solution & Improvements

intelia reviewed the current state platforms in scope, developed a future state architecture and provided a delivery and resourcing plan to execute the project. Working with the client to get business case approval, intelia mobilised a team of local Azure and Fabric experts. We were able to uplift the client's data landscape (effectively providing them with a future state Medallion data model) as well as automate all pipelines in Data Factory. We uplifted the client's DevOps maturity, which has now been utilised across different teams. Power BI was used to create both internally consumed reports as well as provided to external vendors to access this data in a governed and authorised way.

(Detailed case studies are added into the support document)

6.2	**N/A**
6.3	intelia has strong expertise with Microsoft 365 Copilot and associated generative AI and large language model (LLM) solutions. Our consultants help organisations assess readiness for Copilot-driven productivity and AI experiences, design use-cases, integrate Copilot and agent frameworks, and establish governance, security and change-management models. We work across the full lifecycle of generative-AI adoption, from use-case ideation (e.g., leveraging Copilot and LLMs to enhance productivity flows), through architecture and data-platform readiness (grounding LLM responses in enterprise data), to deployment of conversational agents and analytics-backed assistants.

Although this is an emerging area, intelia is on the leading edge of designing and implementing Agentic expertise (prompt-engineering, RAG-solutions, agent design, performance-monitoring) into broader transformation programmes, ensuring our clients can unlock the value of LLM-powered productivity and innovation.

C.5.3 – Data & Analytics Services

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
1	Respondent has experience of working with very large (petabyte) data sets	Y
2	Respondent has experience of clients handling large numbers of retail customers	Y
	Respondent has expertise and relevant certifications/qualifications in the following:	
3.1	● Snowflake	Y
3.2	● Microsoft Power BI	Y
3.3	● Microsoft SQL	Y
3.4	● Matillion (ETL tool)	Y
3.5	● Python	Y
4	Respondent is able to provide resources in support of both Data Engineering and Business Intelligence functions	Y
5	Respondent has experience in placing resources in positions of technical leadership on client projects	Y
6	Technical leadership resources are onshore in Australia	Y

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1	Please see answer in previous section c.5.1
2	Please see answer in previous section c.5.1
3.1	Answered in C.5.1 6.2

3.2 intelia has proven expertise in designing, implementing and scaling Power BI solutions across enterprise clients. Our team has delivered full-lifecycle Power BI engagements, from initial readiness assessments and architecture definition to dashboard and report development, data modeling and broad user adoption. Notably, in our 'Power BI Uplift' project AEMO, we elevated their existing Power BI environment to enterprise grade through technical review, training and change management.

We embed best practices for data governance, performance optimisation and self-service analytics to ensure clients not only deploy Power BI but sustain and evolve it for ongoing insight-driven value.

Examples

→ AEMO – Power Business Intelligence Uplift

Technical Tooling

Microsoft Power BI

Business Problem

AEMO had a multitude of reporting applications, leading to duplication and inconsistent reporting. Power BI was implemented with minimal oversight, leading to capability gaps and limited use of the platform's potential. AEMO wanted to streamline and promote a single enterprise reporting application.

Solution & Improvements

The platform was uplifted to an enterprise-grade reporting platform. Over 200 people received training to enable them to create and share high-quality, accurate reports and dashboards. Participants were able to confidently use Power BI in their roles.

→ Aurora Energy - SSRS to Power BI Paginated Report

Technical Tooling

SQL, SSRS, Power BI, Snowflake (UDFs)

Business Problem

The legacy system required ongoing investment in server infrastructure, SQL Server licensing and manual upgrades, while its tightly coupled stored procedures and embedded SQL logic created heavy technical debt. Many reports relied on outdated query patterns and direct database access, limiting scalability and making it hard to align with Aurora's modern cloud data strategy.

Solution & Improvements

The SSRS migration delivered faster, reliable access to all 42 reports via Power BI, with accurate data, consistent layouts and secure role-based access through Entra ID. Centralising logic in Snowflake simplified maintenance, reduced manual effort and cut operational costs by decommissioning on-prem SSRS.

→ MLC – DataOps Creating "Speed to Insights"

Technical Tooling

Microsoft Power BI

Business Problem

MLC's Data Analytics Team wanted to improve their overall efficiency and effectiveness in making data readily available after migrating to Snowflake, having self-identified issues with process clarity, collaboration, and speed to insights.

Solution & Improvements

The resulting DataOps recommendations paper enables MLC to accelerate the delivery of data solutions, automate heavily manual processes, and improve data quality and business trust in the EDW.

→ NTG – On-premise Data Warehouse Remediation Reporting Migration into Power BI

Technical Tooling

Microsoft Power BI, Azure Data Warehouse, Azure DevOps, Active Directory

Business Problem

The Territory Revenue Office (TRO) faced difficulty managing fragmented data and removing inefficient manual processes (like preparing complex financial reports). A previous vendor failed to migrate over 100 reports into Power BI, putting the e-governance program at risk of failure.

Solution & Improvements

intelia successfully recovered and delivered the core Data Warehouse and Power BI stream of the program. The RevConnect solution streamlines business operations across revenue management, forecasting, and compliance, replacing outdated manual procedures and systems. Row-level security was introduced via Active Directory integration to safeguard sensitive data.

→ SRLA – Uplift of Power BI Dashboards

Technical Tooling

Microsoft Power BI platform

Business Problem

SRLA's existing reports and dashboards on their Power BI platform did not offer a 'time travel' ability to view a historical range of data for trend analysis, and data quality issues affected accuracy.

Solution / Improvements

intelia successfully uplifted and refactored 22 critical business dashboards. The new dashboards enabled the ability to 'time travel' and apply historical data views for trend analysis. This uplift enabled SRLA to make more informed decisions by providing a holistic view of the business.

→ SRLA – Workforce Planning Power BI Report

Technical Tooling

Microsoft Fabric (Microsoft analytics solution), Azure Data Factory, Power BI Dashboard

Business Problem

	SRLA needed a streamlined report to effectively manage resources, requiring full transparency across utilisation, forecasting, and recruitment to accurately plan and budget for the project.	
	Solution / Improvements	
	The solution resulted in a noticeable improvement in data integrity as discrepancies and missing data elements were identified and corrected. It ensured consistency and accuracy during analysis, reinforcing the trustworthiness of the conclusions drawn. intelia successfully launched the Power BI Dashboard using a three-layer data lake in Microsoft Fabric	
	(Detailed case studies are added into the support document)	
3.3	At intelia, we ensure that expert-level proficiency in SQL is a standard competency across our data workforce. SQL remains the foundational language for data manipulation, retrieval and analysis across all of our data warehousing and integration solutions. We have delivered significant projects where we have designed, established, integrated and tested data solutions utilising MS SQL solutions. Additionally, we have significant experience in translating SQL dialects to be MS SQL complaint (for instance TSQL, PSQL etc). One area we are actively developing is our Data Engineering SQL Agent - an agentic solution that supports the creation, manipulation and testing of SQL-specific solutions. By embedding SQL expertise in every member of our team, from data engineers and analysts to developers and architects, we can rapidly engage in high-value analytics, data transformation and integration work from day one.	
3.4	intelia has a seasoned team of ETL engineers with strong expertise in Matillion ETL, enabling us to design, build and operate cloud-native data integration solutions at scale. Our consultants have used Matillion to rapidly ingest, transform and load data into modern platforms.	
3.5	intelia has deep technical capability in Python. It has underpinned a substantial amount of engineering work we have delivered across data, analytics, automation and cloud platforms. Our consultants use Python daily to build scalable data pipelines, machine-learning models, automation scripts and integrations with business systems, ensuring rapid prototyping, robust deployment and sustainable operations. We align best-practice Python development with enterprise architecture, governance and change management frameworks so that solutions not only deliver immediate value but also evolve with business needs.	
4	intelia's team of local data engineering professionals brings deep technical expertise and on-hand presence to every engagement. With full-time, on-shore engineers based in Melbourne, Sydney and Brisbane, our clients benefit from rapid responsiveness, strong communication and a commitment to delivering solutions that are fit for purpose. From ingestion pipelines and cloud Data Lakes to data transformation and scalable analytics platforms, our engineering team ensures that your data architecture is robust, agile and aligned to business goals.	

	Complementing this engineering strength, intelia's Business Intelligence consultants specialise in turning raw data into actionable insights and meaningful business value. Our BI experts design intuitive dashboards, implement self-service analytics environments and embed change-management approaches to drive adoption and impact. Because both our engineering and BI resources operate locally and in close coordination, clients receive a seamless experience across the full data-to-insight lifecycle. We are very confident in our ability across both these skilled roles and these proven successes can be seen throughout the case studies supporting this document.
5	intelia is highly experienced in deploying senior-level and leadership resources into client environments, taking on roles such as Engagement Lead, Solution Architect, Project Director and Technical Lead. We embed our seasoned consultants into your team to guide strategy, define architecture and oversee delivery, ensuring consistency of vision, strong governance and high-quality outcomes. By aligning a dedicated senior resource with your priorities from day one, we help maintain momentum, enable informed decision-making and de-risk the project lifecycle. No matter what the engagement, to help foster a supportive partnership, we will always ensure that Aurora Energy has access to our leadership team at any given time for support.
6	All of intelia's resources are based on-shore. Our Head Office is in Melbourne, with additional teams operating out of Sydney and Brisbane. Throughout our partnership, our clients enjoy direct access to our technical leadership team, ensuring strategic guidance, clear communication and high-quality delivery every step of the way.

C.5.4 – Procurement Services

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
	Software Licensing	
1.1	Respondent must provide a list of its technology partners	Y
1.2	Respondent has experience in the provision of software licensing compliance, audit and optimisation services to organisations of a similar size and complexity to Aurora Energy	Y
	Hardware	
2.1	Respondent is able to supply Dell laptops on a defined three-year refresh cycle	N

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1.1	- MS Azure - Google Cloud - Premier Partner - Databricks - Databricks Preferred Partner - Snowflake - Confluent - Collibra - Apac Partner of the year 2025 - Alation - Fivetran - dbt Labs - Tamr - AtScale - Glean - C3 AI
1.2	Yes, we are confident in our ability to support software-licensing compliance, audit preparation and optimisation for an organisation of Aurora Energy's size and complexity. This is due to our experience supporting similar-sized organisations, as well as similar organisations within the Energy & Utilities sector. We are also able to provide reseller services across our partner technology landscape with considerable discounts available to our clients depending on their technology requirements.
2.1	N/A

Part C.6 – Cyber Security Services

Respondents are to note the following instructions in completing this Part C.6:

- The services covered by Parts C.6.1 and C.6.2 are mutually exclusive. Respondents may respond to only one of them.

C.6.1 – Cyber Security Governance

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
1	Respondent has experience of providing services within a Microsoft ecosystem	Y
2	Respondent has expertise and relevant certifications/qualifications in Microsoft Azure	N
3	Respondent has experience in the provision of Cyber Security Strategy, Governance and Architecture advice	N
4	Respondent has experience in undertaking NIST Maturity Assessments	N
5	Respondent has experience in assisting customers achieve certification against ISO:27001	N
6	Respondent has experience in the delivery of Cyber Security Architecture Reviews, specifically the provision of technical threat analysis with regards to ongoing developments and/or projects	N
7	Respondent must provide evidence of compliance against the SOC 2 framework	N
	Supplier Security Assessments	
8.1	Respondent has experience in the provision of Supplier Security Assessments	N
8.2	Respondent must provide details of any tools used in undertaking assessments	N

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1	intelia is a Data & Analytics consultancy focused on Data specific solutions. We provide Data Governance, Data Security and all security aspects related to AI solutions (e.g. Model management, Model Armor, AI ethics etc). We do not provide Cybersecurity specific services unless they are related to a Data Solution.
2	**N/A**
3	**N/A**
4	**N/A**
5	**N/A**
6	**N/A**
7	**N/A**
8.1	**N/A**
8.2	**N/A**

C.6.2 – Cyber Security Operations

Respondent is to indicate compliance (Y or N) with the following:

#	Question	Y/N
1	Respondent has experience of providing services within a Microsoft ecosystem and has relevant certifications/qualifications	N
2	Respondent has expertise and relevant certifications/qualifications in Microsoft Azure	N
3	Respondent has experience in the provision of penetration testing services, including physical	N
4	Respondent has experience in undertaking Digital Forensics and Incident Response (DFIR)	N
5	Respondent has experience in providing security-focused code reviews and improvement advice	N

Respondent is encouraged to provide relevant supporting information. Please detail in the table below.

#	Response Detail
1	**N/A**
2	**N/A**
3	**N/A**
4	**N/A**
5	**N/A**