

Power of partnership optimizes efficiency

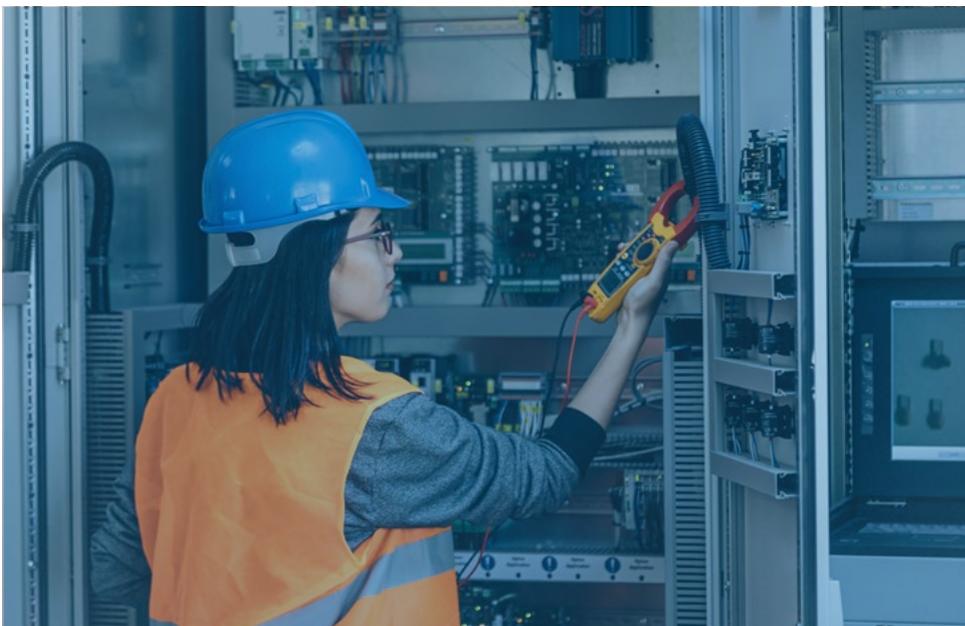
Atos helps a U.S. energy and utility company to recharge its workforce management

A 31-billion-dollar diversified energy and utility company, serving 24 states, needed to optimize their workforce management for more timely and reliable maintenance. They wanted to standardize their customer service work order management to address issues caused by manual overrides in their legacy SAP system. They also needed to automate their trouble and outage scheduling which was done manually.

Challenge

The company had configured its legacy SAP system to schedule customer service work orders. Customizations were needed to change the assigned scenarios to zone-based scheduling. However, manual workarounds were still done by the technicians to override the SAP generated schedule to re-route themselves for better time management. Also, the current system was not efficient because it didn't allow for unplanned outages that could occur throughout the day. There were no real-time dispatch capabilities for outage work orders which continued to be written down or called in from the field.

In addition, slower data speeds between SAP technology in the home office and that in the field resulted in wasted man-hours as technicians waited for information about their next jobs. The lead business analyst at the utility and energy company knew that an enhanced mobile solution was the key to addressing all of their challenges effectively.



Solution

The energy and utility company looked to Atos to implement a viable solution. Atos has created value for its energy and utility customers around the globe for more than 35 years. To address the company's challenges, Atos recommended the SAP Workforce Scheduling and Optimization application by ClickSoftware fully integrated with SAP Utilities Customer Care and Service. It enabled:

- Standardized, real-time scheduling of field technicians
- Reduced wait times between work assignments enhancing customer service for routine maintenance as well as unplanned outages
- Improved performance via optimized analytics allowing the business to proactively address customer service issues

Outcomes

The new SAP system works well for the company's needs because of its field service functionality which allows for greater efficiency than the legacy system. It allows the business to:

- Analyze and leverage scheduling data to predict future performance based on past results
- Make scheduling modifications if a certain job consistently takes longer than the time allotted
- Quickly receive and review scheduling and customer information on intuitive interfaces on their laptops or tablets
- Automate scheduling for unplanned outages resulting in real-time dispatch capabilities

The energy and utility company attributed much of the success of the project to Atos as its implementation partner. The lead business analyst at the company stated that Atos, "Didn't just dictate how things were going to get done; they questioned us on certain things. We've been on projects where the consultants took over and we were left with blank looks, but this project was very different. They worked closely with us to make sure we were thinking things through, and that team effort was very helpful."

Why Atos Worldgrid for Utilities

Worldgrid is an Atos business unit delivering real-time integration between IT and OT with sophisticated vertical solutions for energy and utility companies. We work across the power, water, oil and gas value chains, from production and distribution to transportation and retail services. With more than 35 years of utilities experience, over 3,000 industry specialists and an innovation-focused R&D culture, we help energy and utility companies drive digital change to realize business value across their organizations.



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