

# Powering Business Improvements with Smart Utility Asset Management

Integrated asset management and enterprise integration allow a leading multi-utility company to streamline service and optimize asset value. The result? A 20 percent time savings in the execution of work orders.

## Challenge

A leading multi-utility provider of environmental, water and energy services to more than 4 million citizens is committed to delivering value to its customers and stakeholders through innovative, agile and efficient services. It has been recognized for its environmental stewardship and respect for the local environments of the municipalities it serves.

Maximizing the performance and value of the utility's assets is crucial for controlling expenses and achieving sustainability, as well as providing reliable, timely services to its customers. However, in the past it was difficult to get comprehensive, up-to-date information about the company's diverse assets, which were dispersed over many locations across almost 300 municipalities. Created through the merger of several separate utilities, the firm also faced data integration challenges with asset information spread over numerous, siloed enterprise systems. The company needed to unify all this data as well as introduce analytical capabilities to better understand, predict and manage asset performance.

To enable more timely customer service, the utility wanted to be able to provide technicians with real-time status information on any asset whenever a service intervention was required, whether for gas, water, electrical power, sewage grids, traffic lights or other services. The company also wanted unified data on its assets so it could better predict equipment failures and avoid costly unplanned outages.

### Asset Management Challenges for the Utility Industry:

- Aging infrastructures
- Diverse and geographically dispersed physical assets
- Increased regulatory, environmental and safety requirements
- Extreme pressure on costs
- Large capital requirements for acquiring and maintaining assets
- Siloed systems preventing cohesive view of assets
- Costly unplanned outages due to inadequate insight into asset health

## Solution

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To address these needs, Atos created an end-to-end smart asset management solution that made timely, integrated, accurate asset information accessible for service and operational planning purposes. To achieve this, Atos fully integrated the utility's application systems for enterprise resource planning (SAP), geographic information (ESRI), customer relationship management (Siebel), workflow management (ClickSoftware) and mobile (ClickMobile). Data from these systems is funneled into Atos Codex, an analytics engine that collects, integrates and analyzes data from enterprise systems, as well as sources such as the Internet of Things (IoT), consumption forecasts and environmental sensors.

This orchestrated approach improved service to the utility's customers while generating actionable, real-time intelligence for predictive maintenance purposes, allowing the utility to assess the health and longevity of assets, proactively manage downtime and coordinate resource usage strategically.

### Geo-integrated asset management

The asset management program was part of a larger operational improvement effort at the utility. As part of the project, Atos helped by integrating geographic (GIS) data with other enterprise systems to gain a holistic vision of its networks and plants. GIS acts in all key business processes, allowing a smooth integration with asset management, work management, mobile work management and outage/emergency/trouble call center systems. In addition, the GIS provided master data governance via one-click access to all technical information about equipment, which helped the company drive data consistency and access.

The solution also included geo-integrated work management, with the ability to track the time a technician spends in a location such as a customer dwelling, and trigger events and push notifications when a technician enters and leaves. Such information can be made available on both central control room and mobile devices.

## Outcomes

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Now, when a service incident occurs, the utility's technicians and operators are able to immediately view all the information needed to assess and resolve the incident, including data such as the caller's phone number and location, the asset's location, real-time status, maintenance history and schedule. That same end-to-end integration improves operations on a broader scale, enabling the utility to:

- Decrease the timing of work order execution by 20 percent
- Improve quality of service and accelerate resolution of service calls
- Automate and simplify maintenance planning, scheduling and dispatching
- Enable predictive maintenance to avoid costly unplanned outages
- Reduce maintenance and workforce costs
- Increase equipment reliability
- Reduce the risks of failure and accidents

## Why Atos Worldgrid for Utilities

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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.



[pages.atos.net/digital-utility](https://pages.atos.net/digital-utility)



[info.na@atos.net](mailto:info.na@atos.net)