Automated scheduling
With consolidation of all fieldwork in a single system, a work order is sent for automatic, optimized scheduling based on the business rules and route optimization.

Electronic notifications
The fieldworker receives the work order for the meter change electronically on a ruggedized tablet via SAP Work Manager, that’s connected to the utility’s back-office systems.

Work completion
The fieldworker provides real-time work status updates about the meter change from the job site via Work Manager.

Data capture
Fieldworker delivers timely, accurate capture of the relevant information on the ruggedized tablet in SAP Work Manager. This includes information like the new meter’s serial number and a reading of the old meter.

Follow-up requests
Fieldworkers are able to raise a notification on the tablet if follow-up work is needed on or near the site. The notification is automatically created in SAP when the user syncs their tablet, which can then be reviewed for future action.

Business impacts

**Improved workflow**
Improve process efficiency by reducing manual and paper-based steps and taking cycle from 180 days down to 5-10 days

**Improved data accuracy and timeliness**
Reduce unnecessary crew deployments to validate data that was incorrect or illegible on paper forms, helping accelerate billing time, particularly for meter installations/changes

**Reduced in-service cycle time**
Accelerate capitalization time for installation to in-service cycle time

**Improved safety**
Improve safety by providing near-real-time updates to maps, drawings and standards

The electronic work order includes:
- ✔ Electronic copies of relevant designs associated to the work
- ✔ Customer Address and account information
- ✔ Optimized and prioritized work plan and routing
- ✔ List of required materials for the work
- ✔ Equipment details
- ✔ Up-to-date engineering standards and maps

Work closure
Work closures and productivity metrics are 90% automated, meaning minimal manual data processing is needed by back-office staff.

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**Automated work processing**
A notification for a meter replacement is automatically updated in the company’s enterprise resource planning software. This creates a work order and sends the information to the scheduling system, giving clear visibility of material demand with built-in electronic ordering from the warehouse.