Workforce of the future

Here’s how one of our utility clients transformed their meter replacement process from operating with a paper-based field workforce with numerous manual tasks, to a digitized, mobile-enabled workforce.

1. **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.

2. **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.

3. **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.

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

   **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

5. **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.

6. **Work adjustments**
   Real-time field updates enable work planners to make real-time adjustments to the work schedule and personnel assignment.

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

   **Assets inspected**
   **Equipment replaced**
   **Kilometres serviced**

8. **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

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