LIGHT SERVIÇOS DE ELETRICIDADE

MOBILE SOFTWARE FROM SAP SPEEDS EFFICIENT PERFORMANCE OF FIELD SERVICES

"We chose SAP Multiresource Scheduling because it completely satisfied our needs and supported native integration with the SAP for Utilities solution portfolio."

Sérgio Cancela, IT Manager, Light Serviços de Eletricidade S.A.

QUICK FACTS

Company

- Name: Light Serviços de Eletricidade S.A.
- Location: Rio de Janeiro, Brazil
- Industry: Utilities
- Products and services: Electric power distribution
- Revenue: BRL 8.6 million (US$5 million)
- Employees: 4,095
- Web site: www.light.com.br (Portuguese language only)
- Implementation partners: SAP® Consulting, SAP Custom Development organization

Challenges and Opportunities

- Allow planners to analyze qualifications, availability, and relocation duration to pick the service professional best suited to attend to demand
- Enable the field team to interact with the planning team via a mobile solution
- Enable planners to dispatch 15,000 services a day automatically and promptly

Objectives

- Implement a solution that helps optimize costs related to field services provided by internal resources and third-party companies
- Adapt field service levels to standards set forth by industry regulatory norms
- Improve quality and reliability of information provided by field teams
- Enable real-time integration between the planning group and field group using a mobile solution
- Support real-time monitoring of field teams

SAP Solutions and Services

- SAP for Utilities solution portfolio
- SAP Multiresource Scheduling application
- SAP Mobile Asset Management application
- SAP Custom Development services

Implementation Highlights

- Rolled out by geographic area
- Implemented in phases that covered different services, including large-volume disconnection and reconnection
- Empowered customer team to execute rollouts without requiring support from consultants

Why SAP

- Solution that completely satisfies Light's needs
- Native integration of SAP applications with SAP for Utilities solution portfolio
- Use of well-known and widely accepted Java programming language
- Pioneering solution in the market

Benefits

- Best deployment of service professionals through software indicators showing skills, knowledge, and availability of field staff to take a service call
- Support for compliance with industry norms
- Ability to graphically monitor start conditions for urgent services

Light

SAP®

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Sérgio Cancela, IT Manager, Light Serviços de Eletricidade S.A.

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Light Serviços de Eletricidade S.A. (Light) provides electricity to about 3.9 million residential, commercial, and industrial customers in Brazil. To support a corporate strategy aimed at transforming and optimizing its business, Light invested in SAP® solutions to dispatch, execute, and monitor services using mobile software.

Focus on Customer Services

In 2008 Light sought a solution to help it optimize the cost of field services provided by internal teams and third-party resources. The application was to facilitate the adaptation of field services to comply with regulatory standards and to help improve the quality of information provided by the field professionals. "We were searching for a mobile solution that would enable real-time monitoring of the teams throughout the service lifecycle," says Sérgio Cancela, the IT manager at Light.

SAP Solution and Services

After thorough market research, the company opted for the SAP Multiresource Scheduling application. "We chose SAP Multiresource Scheduling because it completely satisfied our needs and supported native integration with the SAP for Utilities solution portfolio," states Cancela. To perform the implementation, Light chose SAP Consulting and the SAP Custom Development organization. The project, which went live in May 2009, posed some challenges: creating a unique environment for planners to allow resources to dispatch services, and enabling the field team to interact with the planning team through mobile devices. Another important objective was enabling Light's planners to dispatch about 15,000 services automatically throughout the day.

SAP Consulting and SAP Custom Development experts divided the implementation into four projects that were handled simultaneously. "The cycles were logically divided into four waves, with the first and third waves involving technical aspects and the second and fourth waves involving business aspects," Cancela explains. This meant the software could go live with no impact on operations and a downtime of only 48 hours.

According to Cancela, the services offered by SAP experts yielded a number of strategic and business benefits. "The phased implementation considered different business scenarios and executed rollouts per region," observes Cancela. "And our team was empowered during the project to execute rollouts without the need for support by consultants." Another benefit of the new solution had dramatic impact from day one: online visualization of the field teams.

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