Solution Brief
Utilities

MOBILE WORK DISPATCH AND WORK MANAGEMENT FOR UTILITIES

MOBILE TECHNOLOGY CUTS COSTS, IMPROVES PRODUCTIVITY AND DECISION MAKING IN THE FIELD

SMART Work Manager for Energy Delivery extends the use of your SAP for Utilities solutions for the mobile workforce. This SAP-endorsed business solution streamlines work dispatch by giving your employees instant access to SAP software data in the field. You can capture complete, accurate data on your work and your infrastructure.

It's not easy being a utility these days. The margins are thin, customer expectations are high, and regulators demand strict compliance and reporting. The infrastructure is aging, with many assets now well past their planned service lives. Your average transmission line is 25 years old or older, and most of your circuit breakers just turned 30. Your workforce is aging too, with only 10% of your field people under the age of 35. If yours is like most utility companies, you will lose 20% or more of your staff to retirement over the next five years. Maintenance costs are increasing, equipment is becoming more complex, the demand for energy is rising, and the markets are opening up to new providers.

This is the world of utilities as you know it. Today, being successful takes doing more with fewer people, maximizing the value of your assets, and analyzing your every move with the most accurate and complete information you can get.

Meet Today's Challenges with Mobile Technology

Mobile solutions from Syclo LLC help utilities streamline field operations and enhance the flow of data to and from SAP® software landscapes. Giving your technicians a single source for assignment, work, inventory, and asset information means they spend more time doing actual work. Excessive idling, travel, and communication with the control room are eliminated. Gone are situations when your employee arrives at a work site without the parts or tools to get the job done. By integrating with SAP software, scheduling, inventory, a geographic information system (GIS), and other systems, Syclo's mobile applications extend your enterprise data to the field where it's needed most. The results are better responsiveness to outages and emergencies, increased productivity, and more time for preventative maintenance of your infrastructure.

Yet even more important than getting data out to your field employees is sending data back in to SAP software and other systems. Prompt and accurate reporting on work status, time and materials spent, asset condition, equipment readings, and other information vastly improves your ability to make good decisions and comply with regulatory mandates. Syclo's SMART Work Manager helps capture information in the field by automatically recording many data points and providing your technicians with an easy, workflow-driven interface for entering the rest.

SAP Partner™

Syclo enabling the mobile enterprise

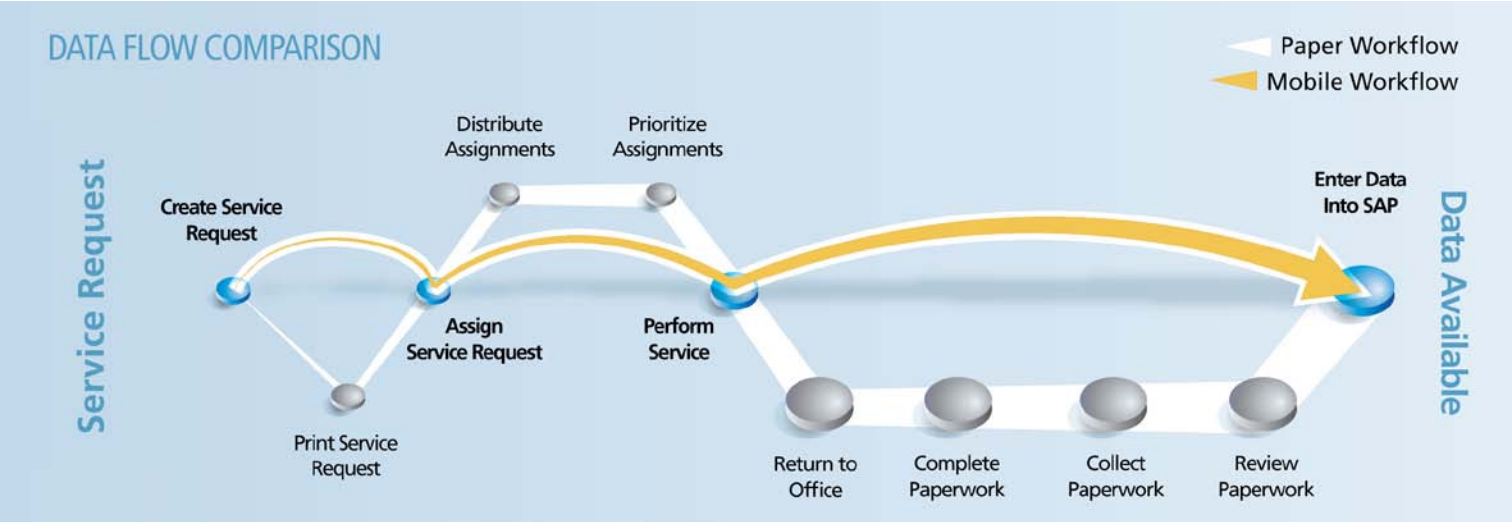

Figure 1: Paper Versus Mobile Workflow – Reducing Many Steps

Mobilize Key Processes in Energy Delivery

SMART Work Manager for Energy Delivery helps utilities be more efficient in their construction, maintenance, fault resolution, and customer service operations by streamlining many everyday activities. You can:

- **Dispatch and manage work** – Syclo's mobile solution combines information from SAP applications and, if necessary, an external scheduling tool to wirelessly dispatch complete job assignment packages to your technicians and crews. These packages can include all necessary asset and historical information, job plans, configuration drawings, and forms needed to complete the job. What's more, users have complete latitude to do additional research, manipulate or reschedule assignments, and create follow-up work orders in the field.
- **Report time for individuals and crews** – By selecting the crew and vehicles on the mobile device at the beginning of each day, a single user can automatically generate, review, and submit multiple time sheets at once. The result? You get up-to-date, accurate, and complete time entries for each resource – without hours spent on paperwork. Full integration with HR software from SAP gives your employees a wealth of information. They can reconcile time sheets against availability, work rules, and leave policies right on their mobile devices.
- **Keep track with Web-based status reporting** – Syclo's powerful Web-based dispatcher interface lets supervisors monitor mobile users remotely. Designed with technician safety and efficiency in mind, this tool is used for real-time messaging, work-alone monitoring, and work status data. Dispatchers can even access detailed historical information on all user transactions, work times, and performed work.
- **Manage services and materials** – With SMART Work Manager, each work assignment you dispatch to your field employees mandates detailed tracking of services and materials used for completion. By effectively capturing this information, you can improve expense allocation, refine compatible unit estimates, streamline your inventory operations, and reduce your carrying and shipping costs.
- **Perform inspections and surveys** – Any problem worth finding is worth finding early. That's why SMART Work Manager includes powerful features for performing multipoint inspections, recording repair activities, and scheduling follow-up work. From leak surveys to vegetation management and detailed system damage reports, Syclo's mobile solution helps you keep a watchful eye on your linear assets and equipment.

- **Streamline metering operations** – Simplify meter readings, installations, exchanges, and removals by introducing a mobile workflow that promotes accuracy and completeness of information. No more guesswork, lost readings, or customer complaints. SMART Work Manager even validates each meter model and serial number with the SAP database upon exchange or installation. This way, you always have complete, accurate data for maintenance and repair.

Go Paperless to Go More Quickly

In a typical paper-based maintenance department, a single work order requires an 11-step process that involves at least 5 employees to print, sort, enter data, and perform the actual work. With mobile technology, work orders can be automatically scheduled, distributed to field employees, and closed without a single paper document (see Figure 1). This significantly speeds up operations and saves many trees, overhead expenses, and frustration along the way.

Reduce Costs

The multiple operational improvements introduced by mobile technology allow utilities to handle increased workloads without the proportionate increases in staffing levels. For many organizations, this can translate into significant savings in hiring, training, and overhead for new employees. Several other areas benefit from cost savings as well:

- Better handling of spare parts and tools reduces inventory-related costs and eliminates excessive shipping charges for emergency orders.
- Optimizing work dispatch and improving first-time resolution rates eliminates unnecessary travel and dramatically lowers the costs of fuel and vehicle maintenance.

Extend Asset Life

By saving 30 to 45 minutes per technician per day, you have more resources to spend on preventive maintenance of your power plants, transmission infrastructure, and distribution network. You and your technicians can be better at it too. On the management side, having good data on asset condition and performance allows you to develop better maintenance programs. For your field technicians, the easy access to historical maintenance and repair information from their mobile devices helps isolate current and future problem areas and remediate them accordingly. As a result, your assets are serviced better and serve you longer.

Increase Responsiveness

Using mobile solutions to bridge the gap between the field and the office greatly improves your ability to react to unexpected events, shortening outage times and allowing engineers to swiftly react to leaks and unforeseen changes in loads and conditions. Using SMART Work Manager together with outage management, work management, and scheduling-dispatch systems allows system operations to rapidly dispatch large numbers of work orders and instructions in response to an outage or a gas emergency.

Improve Regulatory Compliance

Compliance and reporting for DOE, OSHA, and state and industry agencies can become a major time and resource investment. In addition to developing and complying with multiple procedures, companies must readily provide in-depth reports on their operations – facing hefty fines for failure to do so. By capturing information at the point of performance and uploading it directly to SAP software and your other systems, you can quickly create the necessary reports and successfully pass the strictest of audits.

Improve Customer Service

Mobilizing critical parts of customer account management makes you more responsive and your customers happier. By linking your field staff to your SAP software systems, you can be confident that customer requests such as leak surveys, power outages, and pilot relights are dispatched quickly and without excessive paperwork. In situations

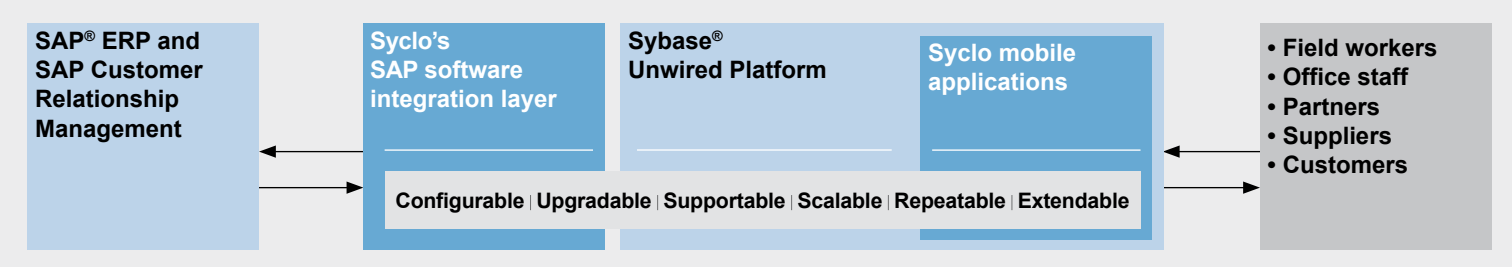

Figure 2: Extending the Full Breadth of SAP Software to Your Mobile Users

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like payment-related service turn-offs and turn-ons, quickly assigning and completing the associated work requests can make all the difference in the world.

Robust, Intelligent Integration with SAP ERP
The Syclo solution's advanced integration framework lets you extend the full breadth of the SAP ERP application to your mobile users (see Figure 2). SMART Work Manager acts as a direct extension of your SAP software, with seamless data flow, fast synchronization times, and error-free operation year after year. You can even integrate the application with several systems and databases at a time to achieve the best in functionality and user experience.

Enterprise-Grade Reliability
With the best of SAP and Syclo technologies as its foundation, SMART Work Manager is extremely resilient, easy to manage, and scalable to thousands of users. The solution offers 100% availability in offline mode, swift performance, and reliability backed by a decade of mobile experience.

Complete Code-Free Configurability
Every part of SMART Work Manager – from integration to application flow to add-on components – can be configured using Syclo's intuitive graphic tool set. Code-free configuration means faster deployments, greater application reliability, and lower total cost of ownership.

True Cross-Platform Support
All Syclo mobile applications are built using a model-driven development approach that lets you support multiple devices with the same set of business logic. With no separate sets of code necessary for different platforms, maintenance is affordable and changes are easy.

Co-Innovated Mobile Solutions
Syclo is SAP's mobile co-innovation partner for asset management and field service. This means that Syclo and SAP collaborate along all aspects of the solution lifecycle, including product road mapping, solution specification, development, joint testing, go-to-market planning, and support. The result is a suite of reliable, innovative mobile applications that closely match your business and technology requirements.

Syclo's SMART Service Manager for Energy Delivery and its other SAP-endorsed business solutions will fully support the Sybase® Unwired Platform strategy and architecture, ensuring that the solution you deploy today will be fully supported, upgradable, and complementary to your future SAP mobility initiatives.

Find Out More
To learn more about how SAP software and Syclo solutions can help you harness mobile technology to meet today's business challenges, contact your SAP representative today or visit www.syclo.com.

SAP-Endorsed Business Solutions
SAP-endorsed business solutions are complementary to SAP software offerings, are developed in accordance with SAP development guidelines, and provide additional choices and flexibility for businesses running SAP software. SAP-endorsed business solutions are powered by the SAP NetWeaver® technology platform and are offered by SAP partners.

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