



Northern Ireland Electricity Networks

Northern Ireland Electricity Networks (NIE Networks) is the owner of the electricity transmission and distribution networks in Northern Ireland, transporting electricity to over 895,000 customers including homes, businesses and farms.

The Challenge

Over the years, the paper-based processes and manual systems used to book and schedule meter service requests from customers evolved across the organisation. This led to the duplication of resources, different ways of working, and a lack of visibility of the status of jobs and resources in the field.

Responding to regulatory and strategic drivers, NIE Networks decided to restructure their meter service operations and support them with fully automated systems.

The Solution

NIE Networks implemented ServicePower's Schedule Optimization solution in order to:

- Better allocate jobs leading to higher technician utilization
- Increase schedule adherence and job completion rates
- Reduce fleet costs by reduction of technician travel times
- Improved scheduling efficiency

The Results



7
minutes saved
per job



1
extra job a day
per technician
gained due to
saved travel times



15%
increase in field
productivity



Improvement
in appointment
schedule
adherence

“ServicePower held best-practice workshops for NIE Network’s metering organization, required information between the call center system, smartphone usage for dispatching jobs, and completion reports. Implementation was completed after final tuning and trials for appointment booking, travel route planning, and job scheduling functionality. Considering the challenging timeframe, implementation was smooth, successful.”

- Northern Ireland Networks Team

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