



Northern Ireland Electricity Networks Limited (NIE Networks)

Northern Ireland Electricity Networks (NIE Networks) is responsible for the regulated procurement, transmission, distribution, and supply of electricity to 685,000 customers throughout Northern Ireland.

The Challenge

Over the years, the paper-based processes and manual/fax systems used to book and schedule meter service requests from customers had evolved in different ways in each of five regional offices. 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 decided to restructure their meter service operations and support them with fully automated systems.

The Solution

NIE Networks implemented ServicePower's Scheduling 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’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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