

Northern Ireland *Electricity*



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

BUSINESS PROCESS

Northern Ireland Electricity (NIE) is responsible for the regulated procurement, transmission, distribution, and supply of electricity to 685,000 customers throughout Northern Ireland. The paper-centred, manual systems environment was shifting in their five regional office locations. A lack of uniformity proved difficult to maintain throughout the various office locations. Such examples include varying ways of work and duplications of resources. The realization of these pain points brought NIE to the decision to restructure their meter service operations with a fully automated system.

THE SOLUTION

ServicePower's methodology to integrate intelligent scheduling applications with new call center and mobile communications technology suited the needs of NIE. Consultants from ServicePower held best-practice workshops for: 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.

THE BENEFITS

Regulatory two-hour appointments were met with the assistance of an enabled centralized strategy. Also, less travel time was lost. In turn this led to a 15% increase in field productivity. Fewer scheduling resources led to significant savings in administrative costs. NIE saw improved visibility with the new solution. Also gained in the process was complete control of field operations and internal flexibility.



About ServicePower

ServicePower is the only company that provides a complete global, mobile, field management platform enabling clients to mix labor channels, utilizing employed, contracted resources, and on demand resources while controlling all elements of the field service lifecycle, from planning, to execution to analysis. We offer a range of integrated software products and services that are used by some of the leading manufacturers, third party administration, insurance, and telecommunications companies, world wide.

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