“Failing to measure means failing to manage”

Using low cost mobile phone technology to empower the utility workforce and enhance operational effectiveness
Who are we?

- Touchwork – Cape Town & San Diego
- Mobile phone based business solutions
- Products for utilities
  - SurveyThumb
  - Utiviti
- Customers
  - 50+ customers around the world, including Distell, Budget, SanParks, Manchester airport, 20+ universities
Benefits of a connected workforce

- Increased efficiency
- Cost savings through better utilisation of resources
- Reduction of administration costs
- More accurate and immediate data
- Improved customer service
- Performance management
- Real time visibility
- .... And much more
Utility drivers

• Many utility staff are operating in the field, or are involved in field operations
• Utilities are becoming ‘Smarter’
• Cost and operational efficiency important
• Customer service is becoming a priority
• Technology developments are opening new opportunities for wireless WFM
• BYOD – Bring your own device
Data and the fieldworker

• **Pushing data** – scheduling, work orders
• **Querying data** – customer service, asset & inventory tracking
• **Collecting data** - auditing, meter reading, notifications

These functions require connectivity
Traditional approach: Client Server Approach

- Thick client
- Custom hardware and software
- Some disadvantages
Emerging Approach

• Web based architecture
• Benefits
  – Easier integration to back-end systems
  – More flexibility
  – Easier multi-platform deployment
  – Easier maintenance
  – Availability of low cost data networks
• Standard hardware
  – Much lower cost
  – Lower maintenance
  – Universally accessible
How low cost is low cost?

• Example 1: Motorola’s Defy Smart Phone
  – Android based, fully scratch, dust and water resistant, camera, GPS
  – Cost approx R 135 per month in South Africa, including 30MB of data

• Example 2: Samsung Galaxy Tab
  – As low as R 299 per month
At this price-point, every utility worker could be connected!

Estimated that 70% of utility workers can be served using mobile phones
Mobile phone OS

![Bar chart showing the share of different mobile phone OS in 2016: Android has the highest share, followed by iOS, Windows, and RIM. Source: Ovum](www.dkszone.net)
The mobile information platform

• Full set of applications that enable all utility field workers to interact with back-office processes
• Includes
  – Customer service applications
  – Asset management applications
  – Field service applications
  – HR applications
  – RP applications
Utiviti

- Seal Police
- Theft Detector
- Meter Auditor
- Meter Reader
- Asset Manager
- Work Order Manager
- Alert Manager
- SurveyThumb
Mobile view
Portal

- Client customized set-up
- Real-time reporting
- Customised dashboards
- Full access management & control
Revenue Protection applications

- Turning any paper process into an automated process
- Meter installation
- Inspections and audits
- Notifications/evidence
- Seal management and tracking
Example: Seal Police

- Birth-to-death record of all seals
- Using the mobile device to change seal state, and provide absolute proof of responsibility
- Using mobile phone to query seal location
store – issued – accepted – installed – removed – returned - destroyed
Example 2: Theft Detector

- Centralised energy theft report management system
- 100% of utility staff can become the eyes and ears of the utility
- Overcomes traditional challenges that reduce no of field reports

How it works:

- *Take out your phone, click on Theft Detector shortcut*
- *Complete form, take pictures, voice memo etc, hit submit*
- *Backoffice can analyse report, assign to an inspection team*
- *Resolve*

Result: dramatically increase the no of theft reports

No investment in hardware, and minimal running costs - BYOD

Extremely rapid ROI
Conclusions

• WWFM/FFA has many benefits for utilities, including RP applications

• Cell phones are a viable, cost-effective way to connect the utility workforce (especially for RP departments that often struggle for adequate budgets)

• Utilities can achieve rapid return on investment by automating key business processes

• Using simple configurable software tools enables any process to be measured/monitored and effectively managed
Thank you!

Please ask us for a demo!

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