



## Integration of Trouble Call System with SAP Plant Maintenance

### AT A GLANCE

**COMPANY:** WEL Networks in New Zealand

**INDUSTRY:** Utilities

**SOLUTION:** Integration of Trouble Call System with SAP Plant Maintenance to access Fault Work Orders on Windows 8 tablets.

“At WEL Networks, we are always looking at innovative ways to deliver best in safety, best in service. In addition to deploying the Workflow App, we are also developing a custom Windows 8 tablet application for our field workforce, integrating with SAP Plant Maintenance.”

**Mike Lamb**  
Group CIO, WEL Networks



### ABOUT WEL NETWORKS:

We are in the business of providing the electricity to the homes, businesses, and farms in the Waikato region. Our job is to build, operate and maintain the physical network and the technological smarts which drive it. Our skills, technologies, and thinking are also becoming sought-after in building essential services for the future, starting with the rollout of ultrafast broadband.

### BUSINESS CHALLENGES:

- Customers call the helpdesk to register power outage and other faults
- Trouble Call System integrated with SAP work orders via periodic batch job
- Trouble Call System, SAP and Field force making updates offline and reconciling later

### SOLUTION:

- Unvired Digital Enterprise Platform (UDEP) enables online bi-directional M2M integration between Trouble Call System and SAP using Web Services
- Support staff record complaints in Trouble Call System, all Trouble Call System updates are automatically relayed to SAP
- Work orders are created for new complaints and assigned to faultmen
- Faultmen download the work orders automatically from SAP to the mobile application and have latest fault data and the operations involved handy when they attend to the complaint
- Locate fault locations with interactive map on tablet
- Faultmen status updates are relayed in real-time to UMP. UMP updates both SAP and the Trouble Call System with the latest information
- Helpdesk staff have complete visibility on the fault and its current status can inform customers with the latest on their complaints
- Work in no connectivity zones with complete offline support, save order as draft and auto-resolve with SAP and Trouble Call System later
- Mobile Devices: Windows 8 Tablets

### PROJECTED BENEFITS:

- Faster decision making increasing business efficiency
- Enhanced Customer Service