MOBILIZE SAP PLANT MAINTENANCE
ACCESS WORK ORDERS ON WINDOWS TABLETS

Technicians and office assistants access current order status from SAP.

unvired
enterprise mobility

WEL NETWORKS LTD

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Hamilton, New Zealand

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Industry - Utility

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SAP Field Service

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WORK ORDER MANAGEMENT

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**GROUP CIO
WEL NETWORKS LTD**

"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."

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 PROBLEM

✓ Design process for new installations and modifications was cumbersome, delays due to time required to enter all data into SAP manually

✓ Equipment requires preventive and breakdown maintenance

✓ Technicians carry paper service orders to service and collect information resulting in low productivity and data inaccuracy

✓ Quality Control audits time consuming and cumbersome

✓ Plant Asset/Equipment Inspections done manually (paper based and Excel forms)

SOLUTION

✓ Mobilize SAP Plant Maintenance module

✓ Access and process SAP work orders in front of equipment

✓ Get all work order details like operations, materials etc. on tablet

✓ Look up materials, equipment, locations etc. on demand from field

✓ Plan route with interactive map on device showing all/selected functional locations

✓ Respond to customer complaints (faults) quickly, real time updates to field and call center.

✓ Plan and execute audit on tablet

✓ Report defects on mobile device (create notifications on SAP)

✓ Record inspection measurements on tablet, quickly check equipment health based on historical data on tablet

✓ Work in no connectivity zones with complete offline support, save order as draft and resolve with SAP later

MOBILE DEVICE

Windows 8 Tablets

PROJECTED BENEFITS

✓ Enhanced Design/Planning Capability for Service Delivered

✓ Increased compliance with better Equipment Inspection measurement data

✓ Increase customer satisfaction by responding to complaints quickly, better deployment of man power resources

✓ Better quality with timely audits

✓ Reduced operational cost while eliminating manual errors