



# INTEGRATION OF TROUBLE CALL SYSTEM WITH SAP PLANT MAINTENANCE ACCESS FAULT WORK ORDERS ON WINDOWS TABLETS

Technicians, office assistants and helpdesk access common order status from SAP and Trouble Call System.



**WEL NETWORKS LTD**

**Hamilton,  
New Zealand**

**Industry - Utility**

**SAP Field Service**

**INTEGRATION OF  
TROUBLE CALL  
SYSTEM WITH SAP  
AND MOBILE**

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## MIKE LAMB

### 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

- ✓ Customers call into 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

- ✓ UMP 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 DEVICE

Windows 8 Tablets

## PROJECTED BENEFITS

- ✓ Enhanced visibility and tracking for Service delivered
- ✓ Increased compliance with better fault data
- ✓ Enhanced team work between helpdesk, central team and fault technicians
- ✓ 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