

AT A GLANCE

COMPANY- WEL Networks in New Zealand

INDUSTRY- Utilities

SOLUTION- Unvired Rounds & Work Orders App enabling the field technicians to access Work Orders, Create Notifications, Look up Materials, Equipment & Locations via Windows 10 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.

BUSINESS CHALLENGES:

- 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 /Excel forms).

SOLUTION:

- Mobilized SAP Plant Maintenance module.
- Access and process SAP work orders in front of the equipment.
- Get all work order details like operations, materials etc. on tablet.
- Look up materials, equipment, locations etc. on demand from the field.
- Plan route with an 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 in SAP).
- Record inspection measurements on tablet, quickly check equipment health based on historical data on the tablet.
- Work in no connectivity zones with complete offline support, save the order as a draft and resolve with SAP later.
- **Mobile Devices:** Windows 10 tablets

BENEFITS:

- Connected processes for field users – access data anytime anywhere
- Reduced operational cost eliminating manual errors, paperwork and manual data entry
- Increased equipment uptime
- Increased daily work orders capacity
- Increased Compliance