



Mobile Data

What Utilities Are Really Doing

UTC Telecom

2004

Nashville, TN

May 19, 2004



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What Utilities Are Really Doing

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What Utilities Are Really Doing

Dispatching **Operations Analysis**
Resource **Technology**
Management **Customization**
Order **Results &**
Management **Improvements**
Time Reporting **Future ?**

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Dispatching

View and sort orders by Employee,
Appointment window, town, street...

Group work by predetermined geographic
areas

Automatic alert functionality for
changing events

Instantaneous reassignment of work

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Resource Management

Real-time position of Field Resources

Allocate work within business rules and policies

Short term planning

Long term planning

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Order Management

Manage increasing number of work orders, job types and service offerings

Define order tasks, prioritize work types

Monitor work order “life cycle”

“Fill in” work easily accessible

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Time Reporting

Track, adjust and approve how time is spent

Eliminate paper records and minimize manual data entry

Data collection feeds all systems “real time”

Accurate accounting of Tech time assures accurate billing

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Operations Analysis

Gather statistics on activities for strategic planning and forecasting

Data warehousing and reports

Special Parts ordering and inventory control

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What Utilities Are Really Doing

Technology

Wireless IP client, Web based application,
CDPD/CDMA

Host interfaces

CD ROM applications

Call aheads, email

Automatically route work orders based on
skills, availability and area

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Customization

Capture system requirements based on business practices / preferences

Validation Rules Editing

Data filtering on view ports

Incorporate I.E. time standards

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What Utilities Are Really Doing

Results & Improvements

Customer Service

Communication

Utilization and productivity

More independent work force

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What Utilities Are Really Doing

Future ?

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Technology support

Other opportunities?



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Thank You !

Questions ?

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