



FortisBC Case Study

Increasing safety and streamlining business processes



FortisBC is an electricity and natural gas distribution utility that is a subsidiary of Fortis Inc., Canada's largest private utility company. FortisBC serves 1.2 million customers across 135 communities in BC, and has 2,300 employees. The utility provides natural gas through FortisBC Energy and electricity through FortisBC Inc.

Building a technology leader

FortisBC Inc. is a leader in technology adoption, having started their Automated Meter Infrastructure (AMI) project almost a decade ago. But the completion of the meter replacements was not the end of their AMI project.

To ensure they continued to receive the full benefits of their technology investment, FortisBC Inc. deployed Clevest Mobile Workforce Management for ongoing maintenance of their meter network, and to efficiently dispatch crews for routine and emergency responses.

Clevest's software interfaces with the utility's SAP CIS, Survalent outage management, and Esri ArcGIS systems.

FortisBC Inc.'s technology deployments include significant safety aspects. Through Clevest's solutions, their workers have real-time access to critical information, including historical and pending work details, in the field, ensuring they are fully informed for the job assigned and have instant access to office operations staff.

FortisBC Inc.'s deployment of Clevest Mobile Workforce Management includes:

- Mobile Service Orders
- Mobile Outage
- Workspace office app
- WorkBook mobile app
- Configuration capabilities



“The integration of information for our outage management solution to Clevest Mobile Workforce Management further enhances FortisBC’s ability to respond quickly and safely to emergency situations, such as power outages. The Clevest Workforce Management solution has been an important and successful addition to FortisBC, has support our mission.”

- Tim Swanson, Director, Information and Infrastructure Security Fortis Energy Inc.



The mobile app is especially useful to field staff in areas with intermittent or no wireless coverage, as they continue to have access to their work orders, the utility’s maps, and asset locations. FortisBC Inc. operates in a challenging terrain, with many of its customers in narrow valley bottoms surrounded by mountains that affects wireless coverage, so ensuring workers have access to accurate maps and data is critical.

“The mobile aspect of Clevest’s solution provides timely and relevant information to FortisBC’s workers while supporting our focus on safety and customer service. It integrates with other FortisBC technologies, such as advance metering and outage management, which allows us to enhance productivity by organizing and assigning work optimally,” said Tim Swanson, Director, Information and Infrastructure Security for Fortis Energy Inc.

He continued, “The integration of information for our outage management solution to Clevest Mobile Workforce Management further enhances FortisBC’s ability to respond quickly and safely to emergency situations, such as power outages. The Clevest Workforce Management solution has been an important and successful addition to FortisBC, has support our mission to provide safe, reliable energy at the most reasonable cost.”

Building on success

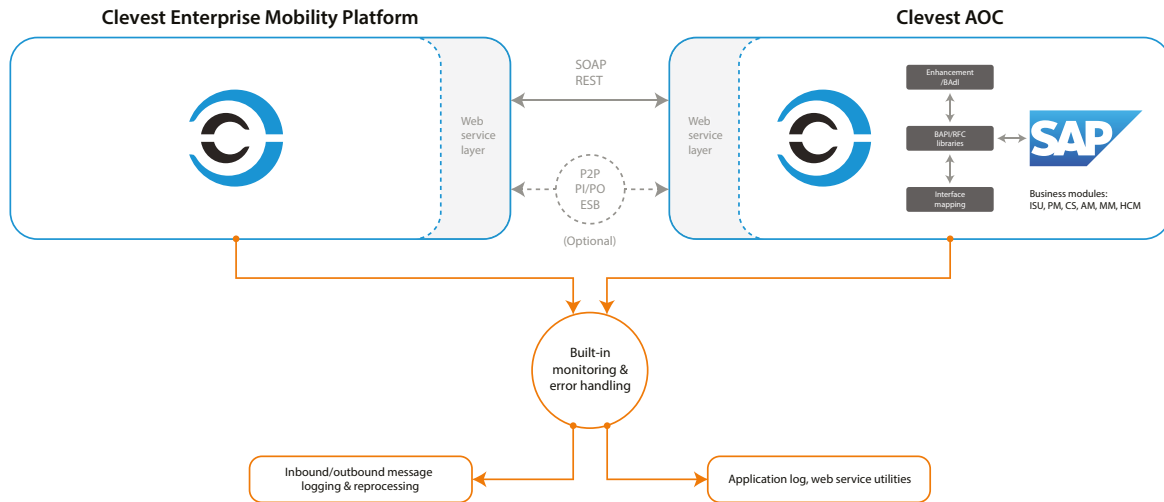
The prior success of FortisBC Inc.’s technology deployments with Clevest led their natural gas division, FortisBC Energy, to also select Clevest Mobile Workforce Management to streamline and simplify their business processes, and consolidate and reduce the number of technology systems they use to perform work.

Clevest’s unique capabilities to automate all utility work types for the mobile workforce allows both Fortis utilities to meet their objective of consolidating IT systems across both gas and electric divisions.

Bringing Fortis’ gas and electric utilities in BC onto a common mobile workforce management platform improves their decision-making, and generates significant efficiency improvements in field productivity, worker safety and customer satisfaction.

“We selected Clevest as the platform with which to transform our business based on a thorough selection process, the experiences of our electric division’s deployment, and the company’s impressive track record in the industry” explained Ferenc Pataki, Director, Operations Engineering for FortisBC Energy.





Clevest SAP Add-On Component automates the back and forth flow of data, resulting in significant cost savings, increased safety, and improved responsiveness.

“We required a workforce management platform that could take our operations business unit to the next level of performance on a number of fronts, and we’re confident that Clevest Mobile Workforce Management has the breadth of functionality and flexibility to help us achieve our business goals.”

Clevest’s software interfaces with the utility’s SAP ECC and GE Smallworld’s geospatial system. In addition, GIS data will be extracted from GE Smallworld into Esri ArcGIS by Clevest’s data management partner Spatial Business Systems.

Looking to the future

FortisBC intends to continue investing in technologies that will increase the efficiency of their AMI diagnostic and maintenance work, including transformer loading and over/under voltage alarms. These investments will increase safety for mobile workers, as office staff will be able to see the locations of vehicles on digital maps in real time and alerting workers in the field to hazardous areas and situations.

Clevest, an IFS company, provides innovative workforce management software that connects the mobile workforce to office operations, enabling utilities to rapidly automate and optimize any field work activity or process to improve response time, safety, productivity, and effectiveness. Clevest integrates with leading enterprise systems, with configurable solutions that can be deployed on-premise or in the cloud. Over 270 utilities have selected Clevest to manage their field workers, crews and contractors. Combined, the Clevest solution serves 100M+ consumers through 12,000+ mobile workers and 1,200+ dispatchers.

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FortisBC Energy’s single-phase deployment of Clevest Mobile Workforce Management includes:

- Scheduling
- Appointment booking
- Timesheets
- Complex and long-cycle work orders
- Service orders
- Street level routing and route optimization
- Disaster recovery
- Business intelligence
- Configuration capabilities

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

