

Distributie Oltenia

Making a smart transformation with Workforce Automation



Distributie Oltenia (formerly CEZ Distributie) is an electric distribution utility based in Craiova, Romania with 1,427,055 meters over seven counties. The utility is a member of CEZ Group, an electric conglomerate headquartered in the Czech Republic with operations in several countries in Central Eastern Europe and Turkey.

Under its SMART Transformation Program, Distributie Oltenia intends to improve the safety of their electric distribution while reducing energy losses. The program also calls for improvements in the operational safety of electric installations and functional safety, and reducing maintenance and repair costs. To meet the program goals, the utility needed to automate their workforce for their daily field operations work.

All processes related to work order creation and scheduling/assignment of work was done manually through paper forms. Field workers received their orders on a weekly basis and had to write a large amount of data by hand while in the field. In this environment, it was difficult for the utility to react on urgent requests such as outages or customer appointments, or to optimize field operations in order to reduce costs and improve service quality parameters. They will now be able to accomplish all this through a Mobile Workforce Management solution provided by Clevest.

Once the utility decided to implement software to automate their workforce, they identified that they would require a GIS-based solution integrated with current systems like SAP and future ones like MDM through an enterprise service bus (ESB). Through a formal and rigorous selection process, Oltenia selected the consortium led by Clevest, with consortium members Deloitte Czech Republic and Deloitte Romania, to implement Clevest Mobile Workforce Management.

Distributie Oltenia's Mobile Workforce Management solution includes the Workspace office application, the Workbook mobile application, Enterprise Scheduling, and Genesis Configuration—all in a PostgreSQL open source object-relational database system. The solution will be in use by 440 mobile technicians and 190 dispatchers.



Manage crews and contractors – and any type of work they perform

Clevest Mobile Workforce Management helps utilities drive greater efficiencies from field operations, improve responsiveness in the field and office, enhance the safety of your field crews and contractors, and provide consistently higher levels of customer service.

The utility-specific solution unifies the field and office on an award-winning platform to manage utility crews and any type of work they perform, including large AMI deployments, inspections, service work, damage assessment, and outage restoration.

Mobile solution to enlighten the office and empower the field

Designed specifically to solve the workforce challenges of electric, water and gas utilities, Clevest Mobile Workforce Management empowers field crews and supervisors with the award-winning, cross-platform Clevest WorkBook mobile app.

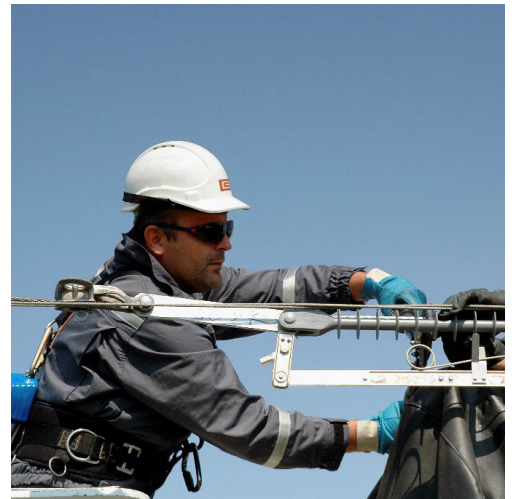
The highly intuitive, browser-based Clevest WorkSpace office app enlightens schedulers and dispatchers to manage and assign any field service work

“After a tough selection process, Distribuție Oltenia selected the consortium led by Clevest and supported by Deloitte Czech Republic and Deloitte Romania because of their strong mobile workforce management solution offering, industry experience, and regional market knowledge—combined with a strong focus on our electric distribution business. We are excited to work alongside this talented team in this complex implementation, helping us achieve our business objectives with minimum disruption as part of our SMART Transformation Program.”

Cosmin Ghita, Smart Transformation Program Manager,
Distribuție Oltenia

Clevest provides software for mobile workforce management and smart grid operations exclusively for electric, gas and water utilities. We are specialists at enabling utilities to transform their field operations by rapidly automating and optimizing any field work activity or process to improve response time and effectiveness.

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Distribuție Oltenia is automating their workforce for smart meter implementations as well as daily field operations work.

Find out more

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

