

# Cloud based Field Service Management solution for Randolph EMC increases Field Services Productivity

**CLIENT**

Randolph EMC

**COUNTRY** USA**INDUSTRY**

Energy &amp; Utilities

## THE BUSINESS PROBLEM

Randolph EMC, an electric utility provider in North Carolina, was facing major challenges with their Field Service Management and managing assets across multiple locations. They had the need to inspect, validate and maintain their assets and they depended heavily on paperwork which made it an inefficient process. The time taken for inspectors and technicians to identify issues and handle them was high due to manual work and time spent on the road to communicate critical updates.

## SOLUTION

Randolph EMC decided to transform their business to a cloud based asset management solution. The solution was configured with emphasis on three key features

- Maps to locate the assets and technicians
- Forms to create and manage service requests
- Manage assets via the mapping components



This enabled the Inspectors, Technicians and Supervisors to efficiently identify and track their assets and issues. The solution also allowed their technicians to directly access the locations that needed attention, and fix the issue while avoiding the time spent on the road locating the assets, update status, etc. The Technicians used their iPhones or iPads to easily identify and understand the issues assigned to them real time with the help of geospatial maps, and GIS to help them reach different service locations.

Depending on the kind of asset, custom forms were created to collect detailed information. This allowed insightful reports and faster decision making leading to better maintenance. The solution was designed to enable all users to seamlessly work with a cloud-based application for end to end file service management.

As the inspector creates a record, the application notified the relevant stakeholders real-time, remarkably improving operational efficiency. And it enabled supervisors to track their assets and technicians and assign work instantly, saving them a huge amount of time otherwise wasted on the road. The technicians were also able to avoid having to drive to their offices every time to just know the service requests assigned to them. They were able to update their projects directly on their iPads once they were done. All the time spent on print-outs, paperwork and manually feeding this data back into the system was eliminated with this solution

## THE RESULTS

**“Fielda saves us a lot of time and money that was wasted trying to find things based on pole number and paper records.”** Dennis Mabe, VP of Engineering & Operations, Randolph EMC

**50%**

**REDUCED THE TIME TAKEN TO HANDLE SERVICE REQUESTS BY MORE THAN**

**IMPROVED OPERATIONAL EFFICIENCY ENABLING REAL TIME UPDATES & COMPLETELY AVOIDING PAPERWORK**

**30%**



A field service software that combines intuitive activity management with customizable workflows to enhance your productivity and save both time and effort.

