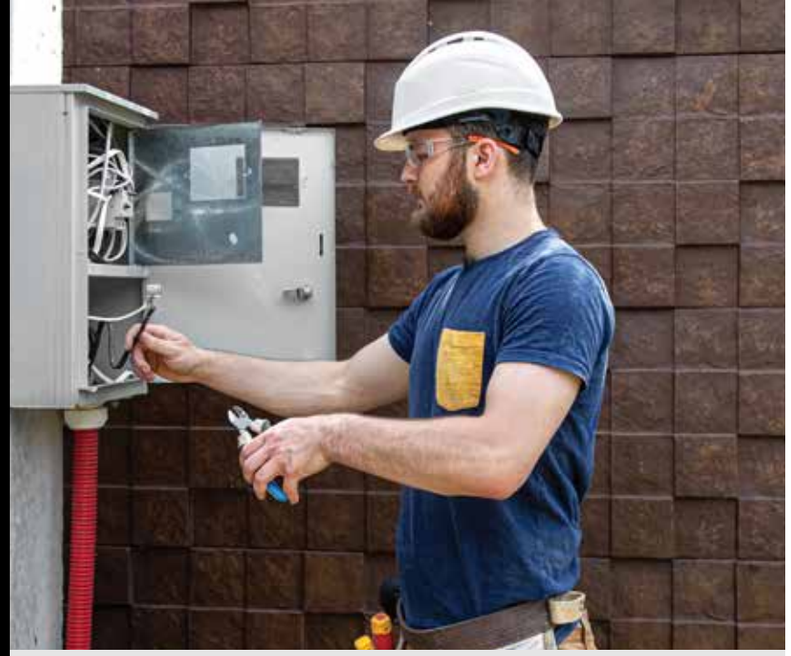
FIELDA

Case Study

Fielda increases Field Services Productivity for Randolph EMC



Client: Randolph EMC
Country: USA
Industry: Energy & Utilities

Business Problem

Randolph EMC, an electric utility provider in North Carolina, had challenges maintaining and managing its assets across multiple locations. Randolph EMC heavily relied on paper to capture Field Asset data making 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.

> ***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*

Solution

Randolph EMC decided to transform its business into a cloud-based solution. They wanted the solution focusing on three key aspects:

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

Randolph EMC implemented Fielda to locate and track the asset status of their systems. Leveraging GIS, Randolph was able to map its various assets on Fielda. They created digital forms/-checklists using Form Builder and stored them on their database. The Form builder has simplified UI and comprehensive details to help the Randolph teams to create project/compliance-specific forms on the go. They could create as many forms without any assistance from Fielda's technical team.

Using Fielda, Randolph's field team could capture all the details like the asset location, photos, current status of the asset, etc. electronically. Also, the data was stored in a single location so that the relevant teams could access information on a real-time basis. Randolph's team could prepare a comprehensive report from the data and be able to fix the issues faster.

By migrating to Fielda, the Fieldworkers got rid of paper forms which were time-consuming and prone to human errors.

Results

Reduced the time taken to handle service requests by more than **50%**

30% Improved operational efficiency by over

Contact us for more information
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