

CASE STUDY

WASTE MANAGEMENT: HOW FIELD A'S GIS MAPPING AND BREADCRUMBS OPTIMIZED HIGHWEST ENERGY'S FIELD OPERATIONS

Client : High West Energy

Country : USA

Industry : Waste Management

Overview

High West Energy, formerly Rural Electric Company, has been a trusted energy provider since 1940, now serving over 10,000 meters across Wyoming, Colorado, and Nebraska with safe, reliable, and competitively priced energy solutions.

Problems:

- 1 Time-intensive attachment and proof collection for revenue revaluation
- 2 Safety risks and delayed field issue resolution
- 3 Inadequate tools for swift substation restoration response
- 4 The absence of real-time asset visibility leads to unproductive efforts
- 5 Hindered data flow between applications affects operations
- 6 Historical problems with support responsiveness and issue resolution speed



Business Challenges:

Service task assignment difficulty across applications affects workflow integration

Attachment collection for revenue revaluation proof is cumbersome

Safety concerns and field trouble identification inefficiencies

Real-time asset location knowledge is lacking, leading to time waste

Data cleaning issues in transformer inspections

Previous support delays and slow issue resolution



Solutions:

- ✓ Implementation for a sizable user base of 45 users, including three drone pilots
- ✓ **Successful integration** with the organization's main application software, providing a comprehensive solution
- ✓ Enhanced safety measures with **precise location data** with Fielda's **Breadcrumbs**
- ✓ **Automated** processes and improved **workflow**
- ✓ **Visual Inspection** for efficient transformer inspection



Business Outcomes:



Easy task assignment to field crew, bridging two applications seamlessly



Efficiently managing gate code information for different properties.



Quick response time for **faster recovery and repair**



Increased field crew efficiency and faster response time with **real-time map-based** coordination.



Efficiently managing transformer inspections with **picture documentation** leads to cleaner data and faster problem resolution



Responsive and proactive support team, addressing issues quickly and efficiently.

Contact us for more information
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