



Utility Company Deploys Mobile Work Order Management Solution in Just 90 Days

CUSTOMER CASE STUDY: UTILITIES



About the Customer

Name: Jemena

Industry: Utilities

Headquarters: Melbourne,
Australia

Employees: 1,700+

Annual revenues:
\$1.26 billion (USD)

Jemena owns and operates more than \$11 billion worth of major utility infrastructure across Northern Australia and Australia's east coast.

Overview

Jemena won a contract from a Melbourne utility to activate natural gas meters at residences around the city of 5.1 million that covers more 3,800 square miles. Jemena needed to complete 5,500 installations every month in the service area. The contract required Jemena's field technicians to use a mobile-first work order management tool – something the company lacked – while on the job.

Jemena's IT department had evaluated several vendors and even attempted to unsuccessfully build its own mobile work order solution. It risked losing the contract if it didn't deploy a solution by the rapidly approaching contract implementation date. Could Jemena find, implement and deploy a workable, satisfactory system in only 90 days?



Challenges

Jemena faced a clear challenge in quickly finding and implementing a mobile-first work order management solution but it couldn't just deploy any system. The company had tried other tools in the past but none met its requirements.

Jemena had several specific needs from any system it deployed. The company's frontline technicians faced serious productivity issues if the system came up short, putting the contract in jeopardy. These needs included:

Tight integration with SAP PM and SAP MRS – Jemena needed a solution that provided strong integration with SAP, particularly SAP PM and SAP MRS.

Ability to seamlessly work with client's systems in real time – The contract called for it to be paid for each successful meter installation and activation. A paper-based process would be too slow in getting work orders to the field and in receiving information on completed activations from the field to Jemena's office and on to the client.

If the mobile work order management couldn't deliver real-time data in either direction, it would cause serious problems including:

- Jemena's technicians would be delayed in getting and completing meter activations
- Residential gas customers would be angry at not getting timely meter activation so they could get natural gas service
- Jemena would face a lengthier time passing data on completed activations slowing payments and disrupting its revenues
- Residential gas customers could enjoy free natural gas during the time delay between Jemena's meter activation and the client learning the meter was now functioning, negatively impacting the client's revenues

Smart digital forms to complement work orders – Getting accurate information back to the client in a timely manner meant Jemena needed to replace all paper forms with digital ones. Jemena also needed the ability to create, configure and edit new and existing forms to meet unique situations encountered in the field.

Data integrity – All data collected needed to be accurate and reliable for all parties.

Simplicity in user interface and user experience (UI/UX) – Jemena knew from earlier mobilization attempts that having a simple, easy UI/UX was a key component in building user adoption and ensuring greater technician productivity. Any solution that proved difficult to understand or use would not only cause technicians to shun the tool, but hamper productivity as well.

Enable Jemena to meet KPIs – Jemena had several ambitious performance standards the company was required to meet. A mobile work order management solution needed to help Jemena successfully meet these key performance indicators so that the company could receive payment for services rendered.

Jemena's Criteria for Success

Any mobile-first solution Jemena adopted would have to meet two critical requirements to be considered a successful deployment:



Faster Meter Activations

Get field inspector's reports to the right people for action in minutes rather than days.



Widespread User Adoption

Frontline workers should be enthusiastic about the solution and find it easy and intuitive to use.

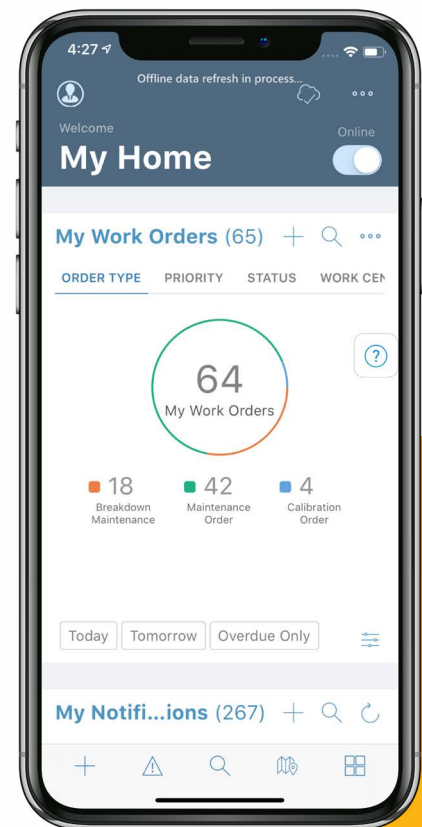
Solution

Innovapptive introduced Jemena to mWorkOrder, its mobile work order management solution. mWorkOrder is part of Innovapptive's SAP-certified Connected Worker Platform. The solution empowers companies like Jemena to digitally manage their work order process from start to finish, eliminating cumbersome paper forms and error-prone manual data entry.

Rather than paper forms and clumsy binders, technicians use mobile devices such as smartphones, tablets, barcode scanners, smartglasses and smartwatches to accomplish tasks electronically.

Companies use mWorkOrder to:

- Issue digital work orders to frontline technicians in the field
- Track progress of jobs
- Send out push notifications
- Perform timekeeping
- View and upload images, pdfs and videos
- Add notes and comments
- Integrate GIS into work orders



mWorkOrder's features include:

Integration with SAP PM
and SAP MRS

Easy configuration and
customization using no-
code/low-code technology

Support for Android, iOS
and Windows applications

Intuitive, easy-to-
follow workflows with
touchscreens

Ability to run on tablet
devices, mobiles and
desktops

Operates in both offline and
online modes

Utilization of native mobile
device capabilities, such
as GPS, camera and
barcode readers

mWorkOrder met Jemena's exacting requirements for a mobile-first digital work order management form, including:

- Taking work orders generated by Jemena's customer in its SAP ERP and issuing them to Jemena meter activation crews in the field
- Sending out push notifications to field crews alerting them to a new work order
- Embedding maps into work orders to help technicians quickly determine where to go for their next job
- Enabling Jemena to track the location and status of their crews in the field and efficiently issue work orders to technicians ready for new work and near the site of the next job
- Allowing technicians to close out a job when finished and add necessary codes, notes, comments and photos to document successful completion
- Transferring that information in real time to Jemena so that it could pass it along to its client to receive payment for meter activation



Along with mWorkOrder, Jemena used Innovapptive's [RACE™ Dynamic Forms](#) solution. RACE Dynamic Forms digitizes forms and checklists, making them faster and easier for technicians to complete in the field and transfer them in real time to decision makers at the office or headquarters. The app made it possible for Jemena to embed digital forms into work orders sent to the field.

RACE Dynamic Forms enables users to quickly configure or edit existing forms to meet unique field situations, or to create new ones to fulfill specific business needs. The app uses low code/no code technology, meaning users don't need any coding experience to create, configure or edit forms. RACE Dynamic Forms cuts the administrative costs associated with managing a paper-based process and adds needed speed, flexibility and agility for end users.

Innovapptive had the capabilities and skills to fully implement mWorkOrder and RACE Dynamic Forms within Jemena's narrow 90-day window.

Results

Jemena went live with mWorkOrder and RACE Dynamic Forms in just 10 weeks. More than 400 Jemena technicians are using the apps in the field today to activate meters and meet the company's contractual obligations.

Jemena has seen significant benefits from mWorkOrder and RACE Dynamic Forms, including:

Greater operational efficiency – The time from initial meter inspection to activation has been reduced from several days to mere minutes. This enabled Jemena to change a KPI on the customer's board from red to green much quicker and get paid faster for the work it did.

Increased customer satisfaction – Quicker meter activation meant residents got gas flowing much quicker, leading to decreased complaints.

Increased accuracy and fewer reworks – mWorkOrder improved data accuracy, resulting in fewer errors and cutting the number of activation reworks that had to be performed. This boosted overall technician productivity, and Jemena's ability to complete projects and get paid for completed work.



100%
**Timely completion of
meter activations**



20%
**Increase in work
productivity**



60%
**Acceleration in the
activation process**



15%
Reduction in rework

More Information

To learn more about how Innovapptive and our Connected Worker apps — mWorkOrder and RACE Dynamic Forms — can help your company quickly streamline workflows, boost frontline worker productivity, increase data accuracy and reduce administrative costs in a tight timeframe, [schedule a free demo today](#) or call us at **844-464-6668**.

About Innovapptive

Innovapptive is a digital transformation pioneer offering the only Connected Worker Platform that digitalizes the last mile of frontline workers into SAP technologies. Our solutions integrate GIS operational data and data from SAP solutions with work instructions, SOPs and checklists, connecting the entire industrial workforce, machines, workflows and executives to minimize plant outages and maximize margins. Innovapptive is transforming the experience of the industrial worker by engineering a platform that fuels innovation and collaboration to turn downtime into revenues, risks into safety and inefficiencies into growth. Innovapptive is headquartered in Houston with offices in Australia and India. Learn more at www.innovapptive.com.

Mobile Meter Activations has streamlined our process, reducing time to get paperwork from the field from many days to just minutes. It's amazing — a great team, great teamwork and a great process improvement using the Innovapptive mWorkOrder solution. A win for us and our client..

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