# PwC and OverIT

## An innovative approach to Field Service Management

# Energy & Utilities

Total coverage of characteristic business scenarios, i.e:

| Appointment-centric | Asset-centric |
|---|---|
| **Based on appointments. Huge volumes and volatility.** Many appointments per day per technician. Schedules change during the day due to emergencies, incorrect estimates and travel delays. | **Asset based. Complex service and support.** Complex diagnostics and planning are required to define work orders. On-site resolution by staff and contractors requires a lot of time and/or support. |

## Business Cycle

**Business Needs**

**Coverage by the solution**

| Business Needs | Coverage by the solution |
|---|---|
| **Smart Meter Deployment** | • Appointment scheduling and optimisation |
| **Route based meter reading** | • Effective management of intra-day rescheduling |
| **Meter-related services: installation, inspection and testing** | • Record outcomes in the field through the use of mobile devices |
| **Client services: connection, disconnection, delinquency management** | • Manage client appointments through the use of mobile devices |

## Asset Cycle

| Business Needs | Coverage by the solution |
|---|---|
| **Inspection and maintenance of Field Assets and Plants** | • Knowledge sharing e GIS |
| **Interventions in the field** | • Complete management of the contractor (recruitment, monitoring, payments) |
| **Long and complex production cycles** | • Management of complex jobs and remote support |
| **Detection of abnormal gas, electricity and water consumption** | • GIS e virtual collaboration |
| **Damage analysis of natural events** | • Provision of emergency response through remote assistance |
| **Forestry and vegetation management** | • Predictive tool and AR/AI Functionality |

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