

INTERNAL

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Customer Success Use Cases

Mobility

Sample Workforce Management Customers



Largest operator of Australia's interstate rail network for passenger and freight traffic (> 5,300 miles of rail network)

Challenges:

- Paper/spreadsheets, manual processes for all asset maintenance in the field.
- Issues with data accuracy, technicians struggling to follow asset management plans, time-lags on data input impacting safety, operational practices and productivity.

Solution:

- 300 mobile workers equipped with iPads to digitize all work including inspections and corrective work for the track, structures, and signaling assets.
- Fully integrated to Hitachi Energy EAM system using a standardized integration/adaptor – provides bi-directional data flow and near real-time communications from field to back office

Benefits:

- Increased field worker productivity
- Standardized workflows, eliminated work related paper processes
- Improved data integrity, accuracy
- Improved job safety
- Adherence to regulatory compliance policies
- Recent 3rd party audit concluded: "...We recognize that ARTC's use of this system, particularly with respect to managing defects, is world leading"



"ARTC's mobile workers have turned in their clipboards, paper, and pens in exchange for tablets and phones, and they have embraced this change." Brian Glawson – Senior Project Manager Asset Systems, ARTC

"Our FSM solution proactively tells us what tasks have to be completed at a given time to remain in compliance. The system is very easy to use – we can see our tasks or work orders in a list or map view – and it allows us to update the status of our jobs extremely fast. This system saves me hours in productivity each week." Noel Milton, Track Inspector, ARTC

Electric and gas utility with 360,000 electric and 320,000 natural gas customers in three western states. 30,000 square mile service territory. 19,000 miles of electric distribution lines, 3,000 miles of transmission lines, 7,700 miles of gas distribution mains

Challenges:

- Lack of digitalization across field operations: paper/spreadsheets, manual processes for all work including asset maintenance and inspections
- Inability to auto schedule field technician assignments or automate dispatch

Solution:

- Approx. 250 mobile workers equipped with iPads and executing all types of work including: customer service work, asset inspections and maintenance, construction. Also include dispatching, scheduling and appointment booking
- System processes more than 200k orders per year
- Fully integrated to IBM Maximo EAM system (and Oracle customer billing) providing bi-directional data flow and near real-time communications

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Benefits:

- Increased field worker productivity of 15-20%
- Enterprise-wide system for all types of work across gas and electric operations
- Standardized workflows, eliminated work related paper processes
- Improved data quality and completeness
- Streamline processes in back office
- Improved job safety
- Mobility is now a critical element of overall asset maintenance and customer support strategy



"Prior to selecting Hitachi Energy's solution, we conducted an extensive review of workforce management solutions and found their solution best met our requirements for booking customer appointments, automated dispatch, GPS tracking and enabling our field staff to wirelessly receive and complete work orders."

"Our Hitachi Energy system has been a workhorse and served us quite well"

One of the largest electric power holding companies in the United States. Supplies and delivers electricity to approximately 7.5 million customers in 6 states representing 24M people. Distributes natural gas to 1.6 million customers across 5 states.

Challenges:

- Lack of a single system to manage all work from all parts of the organization
- Large workforce, extensive amount of work to be executed; complex, manual and disparate processes
- Field operational inefficiencies, increased risks to personnel safety through manual process and communications

Solution:

- Approx. 5,000 mobile workers using rugged notebooks and tablets and executing all types of work including: customer service work, asset inspections and maintenance, construction. Also include dispatching, scheduling and appointment booking
- Fully integrated to IBM Maximo EAM system (and 20-30 other IT systems) providing bi-directional data flow and near real-time communications

Benefits:

- Increased field worker productivity including contractor workforce
- Enterprise-wide system for all types of work across gas and electric operations
- Standardized workflows, eliminated work related paper processes
- Streamline processes in back office
- Improved job safety
- Improved customer responsiveness and satisfaction levels



“I wanted to let you know how well our system performed during Hurricane Matthew. I am glad to report it was up for the challenge and performed exceptionally well. There were no system issues during the storm, and we processed nearly twice the volume of daily orders. The system generated over 200,000 new orders while we were in storm mode and processed millions of transactions without a hiccup. It was very comforting to see the system perform as well under extreme conditions as it does on a daily basis. Please thank your teams for performing system health checks and supporting us during the storm. It has been a great team effort and we really appreciate your partnership”.

The largest grid operator in the western United States, serving more than 1.9 million customers. With a service area of 143,000 square miles, PacifiCorp owns and maintain 16,500 miles of transmission lines, 64,000 miles of distribution lines, and 900 substations.

Challenges:

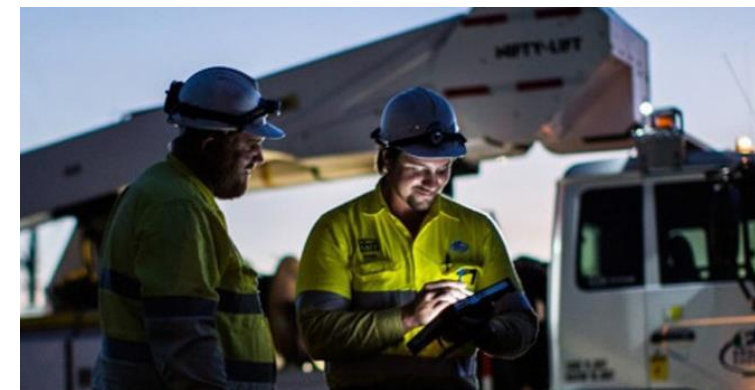
- Lack of fully integrated field service solution for handling emergency and outage work from both a mobility and dispatch or work assignment perspective.
- Communication (both data quality and latency) between field workers and control room personnel. Impacts situation visibility and response strategies.
- Sub-optimal outage and emergency response times and regulatory adherence.

Solution:

- Approx. 500 mobile workers using iPhones and iPads to receive and complete outage and emergency/trouble work.
- Fully integrated to Hitachi Energy's Outage Management System using a standardized integration/adaptor to process all transactions to and from field workers and crews and control room personnel.

Benefits:

- Increased field worker productivity; simplified daily processes
- Short time to value – fully integrated pilot system up and running in 12 weeks
- Shorter outages durations and improved response times
- Timely information on outage status, improving customer satisfaction
- Simplified UX has improved user adoption and adherence to workflow requirements (iPhone is preferred to tablet by many workers)
- Consolidation of field workflow processes into a single system and application for outage work
- Standardized workflows, eliminated work related paper processes
- Reduced duplicate data entry in back office systems
- Improved safety for all outage work





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