

ASECO

SAMO Workforce

Workforce management
for Stredoslovenská distribučná, a. s.

Case study



The energy company Stredoslovenská distribučná, a.s. [“SSD”] is an electricity distributor in Slovakia. In the Žilina, Banská Bystrica and Trenčín Regions, it provides its services to 770 thousand household, business and public administration customers. The total length of the operated distribution system is over 35 thousand kilometres. The system also includes more than 9 thousand transformers, substations and transformer stations. In addition to electricity distribution, SSD also provides services in the areas of installation and repair of measuring and control equipment, design and construction of electrical equipment, consulting services in the energy sector, etc.

Project objectives

Stredoslovenská distribučná, a. s. has announced a commercial tender in order to select the most suitable contractor for the project entitled “Support for the service of metering – workforce management”. The aim of the project is to deploy a solution for the management of service orders triggered by processes related to the measurement of electricity consumption (metering).

The selected solution is built on the SAMO platform, with a modular extension for the management and control of work requests – SAMO Workforce Management (SAMO WFM), including the mobile client known as SAMO Workforce Mobile (SAMO WFM Mobile). In the framework of the deployment project, the standard SAMO WFM and SAMO WFM Mobile modules were supplemented with a specific functionality for the needs of SSD identified during the implementation of the project. After delivery, the solution is operated by SSD’s own staff, who have been thoroughly trained.

Main benefits of the implementation

The implementation of the SAMO WFM system brings increased efficiency in several respects. Stredoslovenská distribučná, a.s. executes more than 150 thousand work orders every year. The clarity of the system makes navigating through such a large number of work orders very easy and efficient. Compared to the circulation of paper documents that was used before, SSD can now be said to be truly in control of the processing of work orders and always knows the current status of their ongoing execution.

The system is comprehensive and covers all steps in the request process: from the beginning – sending a work request, to scheduling, to selecting resources, to support during the execution of the task in the field and also obtaining information about its execution. SAMO WFM provides an up-to-date overview of the location and status of all work tasks as well as access to related data, for example information about assets.

Stredoslovenská distribučná, a.s. has more than 120 employees in the field, who are provided with access to current data and processes, including selected functions associated with the map (GIS), thanks to SAMO Workforce Mobile. Within the SAMO WFM Mobile client, individual work orders are assigned and communication with employees at the

Reasons for implementing

The distributor is responsible for the reliable supply of electricity, which is ensured through a distribution system that is actively maintained and managed not only by means of efficient management, but also by applying continuous and effective operation and management of the infrastructure in the field. Efficient management of the distribution network, especially in connection with good-quality workforce management, and also optimisation of other internal processes, including the transition to a digital form of operation, is the main reason for implementing the SAMO Workforce solution at SSD.

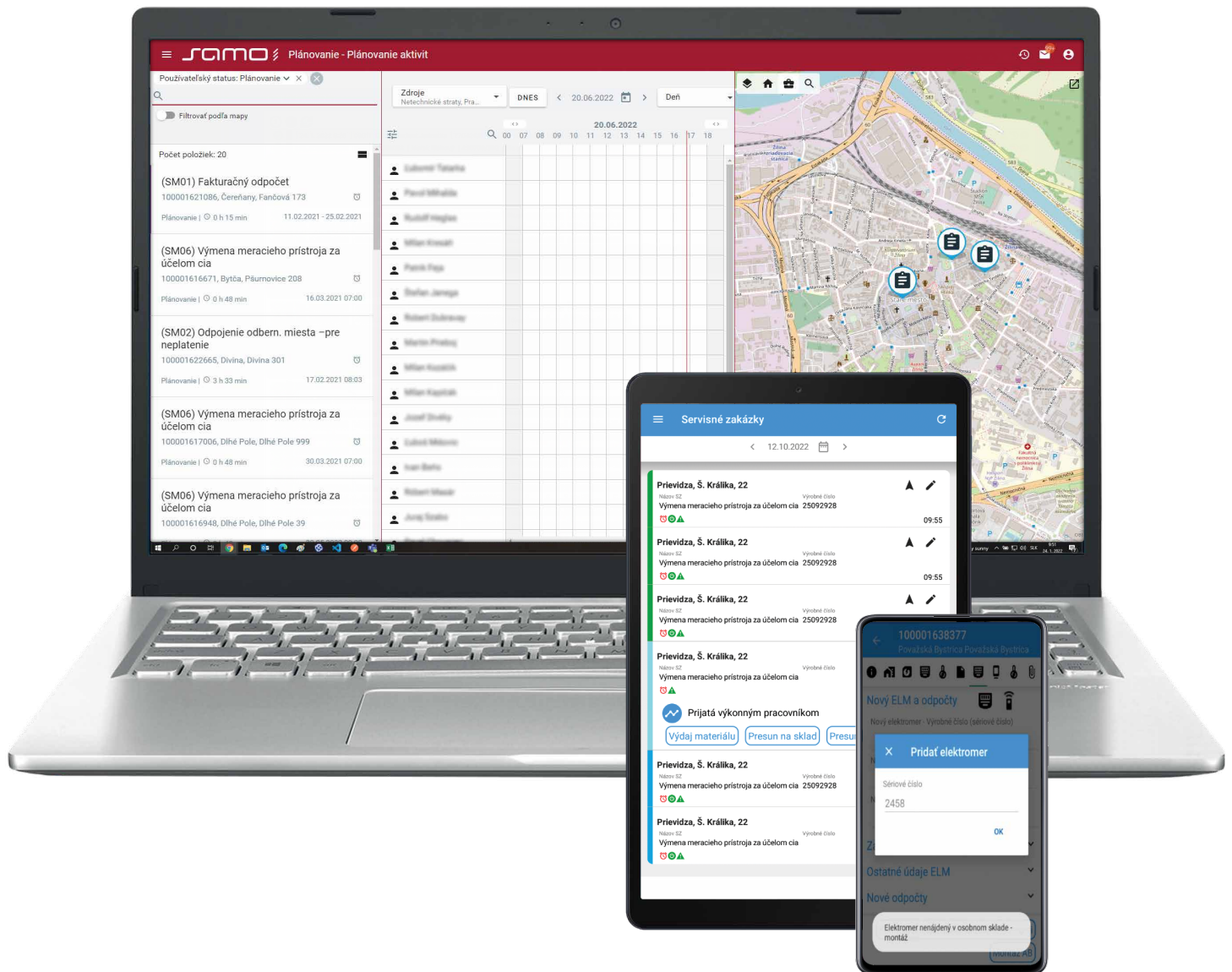
SAMO Workforce is a key tool in the form of an enterprise-wide workforce and request management system that ensures flexible and efficient management of resources (labour, equipment and materials) and requests that are subject to change over time and space.

headquarters – dispatching centre who work with the web version of the application takes place. For field workers, all the necessary information is available in a single application on smartphones and tablets. SAMO WFM Mobile operates in both online and offline mode, giving field workers the ability to work even in difficult conditions.

As part of advanced management of user permissions in SAMO Workforce, three main user roles (administrator, dispatcher, worker) have been defined for SSD. Access rights to basic and advanced sections of the system are linked to those roles.

In the course of SAMO WFM customisation, all possible workflow scenarios of non/functionality of the individual elements of the distribution network were further defined for easier and more efficient work in the field, as well as at the dispatching centre.

The data and information recorded in SAMO WFM is available in different views, for example as tables, maps and charts, which makes it easier to work and intuitively helps with its interpretation.



Stredoslovenská distribučná, a. s. regarding SAMO Workforce

“With the help of Asseco Central Europe, we have launched the production operation of the SAMO Workforce system and started the gradual rollout to individual regional administrations. The implementation of the solution will help us to achieve the expected benefits in the form of streamlining field performance by about 7 %, reducing overhead costs for delays in performance by 7-10 % and eliminating paper-based communication inside and outside our company. The expected results in terms of savings after the deployment of the solution will become evident by the end of 2023.”

Vladimír Ondro, Head of Strategy and Measurement Processes Department in Stredoslovenská distribučná, a. s.

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