

# ROI SHOWCASE

## PacifiCorp

### AXIOM/CLICKSOFTWARE CASE STUDY

#### PacifiCorp

**Headquarters:** Portland, Ore.

**Line of Business:** Electric Utility

#### Reigning Automation

Spread out across six states in the Pacific Northwest, PacifiCorp serves more than 1.5 million electric customers. Its field service force covers a territory in excess of 135,000 square miles, from urban areas to vast, open spaces.

Until recently, PacifiCorp field service personnel were assigned daily work using an outdated, paper-based system that printed work orders to more than 300 technicians in 70 offices. In many cases, individual technicians were responsible for scheduling, prioritizing, routing and keeping track of their work—in all, a total of 1.2 million pieces of paper per year. The entire process was time-consuming, inexact and difficult to audit.

Realizing the efficiency to be gained by automating the process, PacifiCorp surveyed the market to determine which companies could provide the best solution. PacificCorp went through a detailed RFP process that included road trips to see solutions at work in other utilities, as well as “test drives” with field service staff that would have to interact with the product on a daily basis.

Axiom Corporation was chosen to create the Single Person Scheduling (SPS) Project, a mobile data and optimized scheduling solution that interfaces the



PacifiCorp customer information system (CIS) with Axiom's Mobility solution and ClickSoftware's (NasdaqSC:CKSW) ClickSchedule workforce optimization software.

With SPS, PacifiCorp has established two central scheduling centers to oversee the delivery of work orders to the workforce. When an order is

created, ClickSchedule automatically schedules it to maximize field personnel utilization, considering drive times, skills, workload, priority and other parameters. When technicians log in to the system they download their predetermined schedule based on individual skill sets, workload and geographic areas of responsibilities.

Field personnel capture their work in Mobility using a variety of mobile data terminals, which are plugged into the network at the end of the day and uploaded to the CIS. Dates, times and other service details are posted to a work-tracking screen and work requests are forwarded or closed as appropriate. Because of extensive work done up-front to gather requirements from users and involve them in the solution design process, field acceptance has gone fairly well.

Although the solution is in its early stages of deployment, PacifiCorp has started to see signs of early benefits.



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