

ROI SHOWCASE

Northern Ireland Electricity



ServicePower Case Study

Northern Ireland Electricity (NIE)

Belfast, Northern Ireland

NIE supplies electricity throughout Northern Ireland.

Business Process Challenge

Northern Ireland Electricity is responsible for the regulated procurement, transmission, distribution, and supply of electricity to 685,000 customers throughout Northern Ireland. Over the years, the paper-based processes and manual/fax systems used to book and schedule meter service requests from customers had evolved in different ways in each of five regional offices. This led to the duplication of resources, different ways of working, and a lack of visibility of the status of jobs and resources in the field. Responding to regulatory and strategic drivers, NIE decided to restructure their meter service operations and support them with fully automated systems.

The Solution

ServicePower used its proven implementation methodology to map and integrate the SERVICEPower intelligent scheduling application with new call center and mobile communications technologies. ServicePower consultants also conducted business-mapping workshops to define best-practice processes for the metering organization and the required information flows between the call center system and the wireless phones used for job dispatch and completion reports.

Implementation was completed after final tuning and trials for appointment booking, travel route planning, and job scheduling functionality. Considering the challenging timeframe, implementation was smooth, successful, and a credit to the joint program team.

The Benefits

“The combination of integrated call center technology, intelligent scheduling, and field communications supporting new

meter management processes enabled us to fulfill our regulatory requirements for enhanced customer service while reducing operating costs,” commented Ronnie Orr, NIE Business Assurance Manager. The benefits can be categorized according to their nature and impact:

- Strategic: Regulatory two-hour appointments met; centralization strategy enabled.
- Direct: Less travel and wasted time led to 15% increase in field productivity. Fewer scheduling resources led to significant savings

in administrative costs.

- Indirect: Improved visibility and control of field operations; improved flexibility for increased demand.

As part of their continuous improvement process, NIE continues to monitor and tune their call center responses, field resource utilization, travel reductions, and scheduling efficiencies, which will further improve customer service levels and electrician productivity well into the future.

SERVICE*Power*

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UTILITIES