Utilizing Technology to Streamline Workforce Management
Background

- Founder, mPower Innovations
- Graduate Ferris State University
  - Computer Science/Bus Management
- 25 Years in Software Development
- Past 15 Years in Utility Industry
mPower Innovations:
- mPower
  - Founded in 2006/Ten Year Anniversary
  - 24 Employees
  - Over 150 Utilities Utilize mPower Solutions
- Senior Personnel with 10-20 years of Utility experience
- Our Mission is to make GIS:
  - More affordable and user friendly by lowering it’s cost and complexity.

mPower Current Deployments:
- Utilities; Electric, Gas, Water, Sewer, Phone & Fiber
- Government; City, State, County, DOT
- Universities and Schools
mPower Synergy Suite

AMI
Smart Meters
AMI to OMS Listener
mPower OMS
Automated Vehicle Locator
Maintenance Management
Load Analysis
Circuit Model Synch
Circuit Model Builder

mPower Integrator

mPower Innovations
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Types of Technologies

• Work Order Software
  – Mobile – connected or disconnected

• GIS and AVL Software
  – Basic vs Fleet Management

• Mobile Hardware
  – What is right for your team?

• OMS Software and AMI
  – Implications and benefits
Categories of Benefits

• Communication
  – Internal, Customer, Vendors

• Efficiency
  – Capture key data when work is performed

• Proactive Control
  – Do it right the first time

• Better Decision Making
  – Better utilization of resources
  – Better cost estimating
Communication

• Internal
  – Who has the baton?
    » Is the work approved?
    » Are we ready?

• Customers
  – What is the status?

• Vendors
  – Do (or will) we have the materials?
Efficiency

• Eliminate the Paper Shuffle
  – Capture the correct data now, or
  – Capture bad data later

• Crew utilization
  – GIS/AVL integration can be key
  – Less trips “back to the ranch”
  – Get it right the first time
Be Proactive

• Preventative Maintenance
  – More reliability, less outages

• Customer Notifications
  – Planned Outages
  – Service Orders
  – Work Orders

• Materials and Equipment
  – Come Prepared
Better Decision Making

• Setting Customer Expectations
  – Based on accurate, current information

• Better Estimates
  – History of prior jobs
  – What it actually took to get the job done
  – Identify recurring mistakes or cost overruns
Key Considerations

• Which Department is Driving?
  – Engineering, Ops, Field, Front Office

• Flexibility, Adaptability of Software
  – Key to long term success

• Web-based or Disconnected
  – What is best for your team?

• How to Ensure “Buy In”
  – Participation in evaluations
  – Pilot projects/teams
  – Executive Sponsorship
mPower Software

- Highly Flexible and Adaptable
- Intuitive, Easy to Use Interface
- Customizable Work Flow
- Easy Integration to GIS, Inventory
- Flexible Reporting
- Optimized for Mobile Devices
- Reporting on WO and Project Levels
Customer Driven Development

- High level of corroborated input
- Intuitive Interface - Tantamoun
- Connect Engineering, Ops, Warehouse
- “Middle Weight” Solution
- Dashboard to Search, Sort and Filter
- Ideas and input pouring in
Learn how mPower Customers Derive These Benefits:

Faster, Easier Outage Response & Reporting
Powerful Load Analysis and Balancing
Real Time Meter Status Maps
Improved Insight for Predictive Maintenance
AMI Meter Deployment Management
Easy, Insightful Voltage Study Capabilities
Load Control – Live Verification During Event
Ability to Easily Analyze Meter Blink Counts

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