

# 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



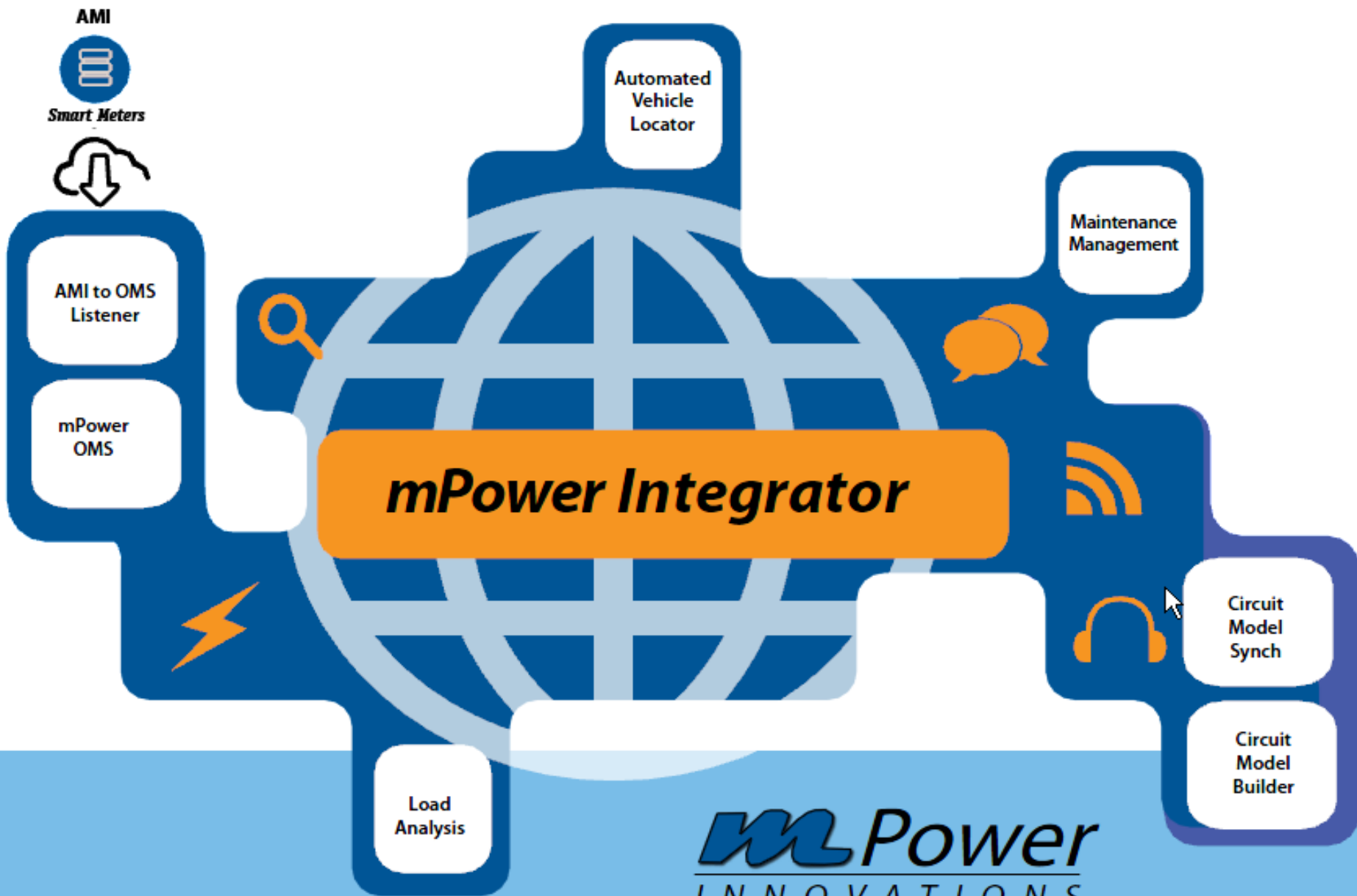
# Company Overview

## ➤ 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

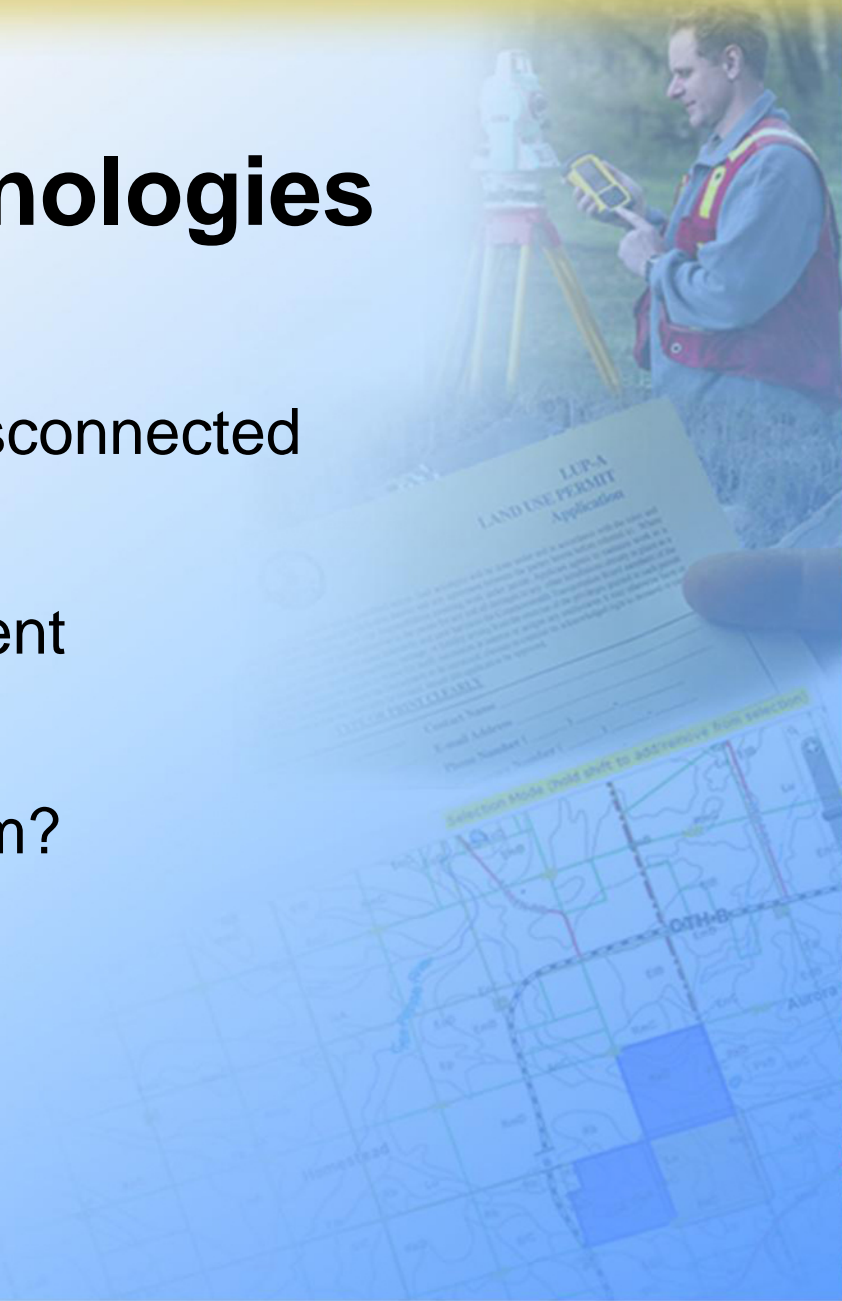


# mPower Synergy Suite



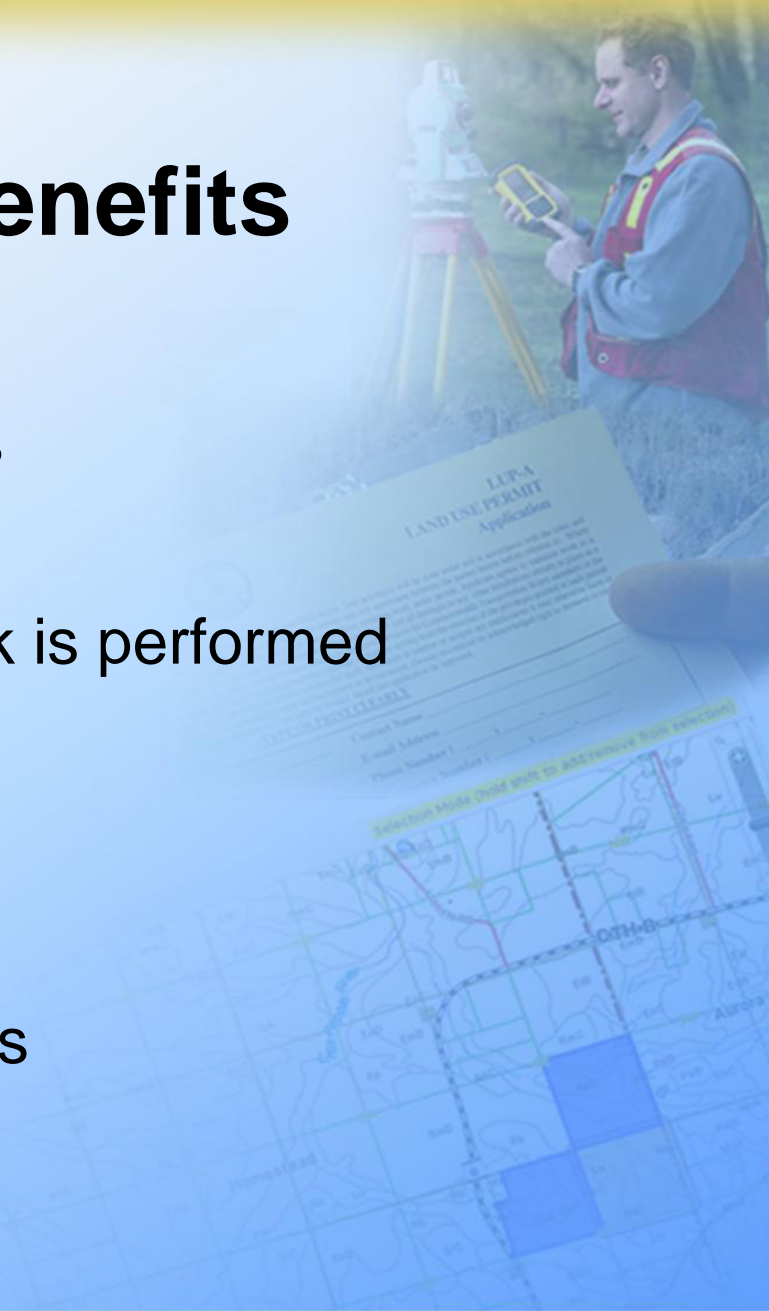
# Types of Technologies

- **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?

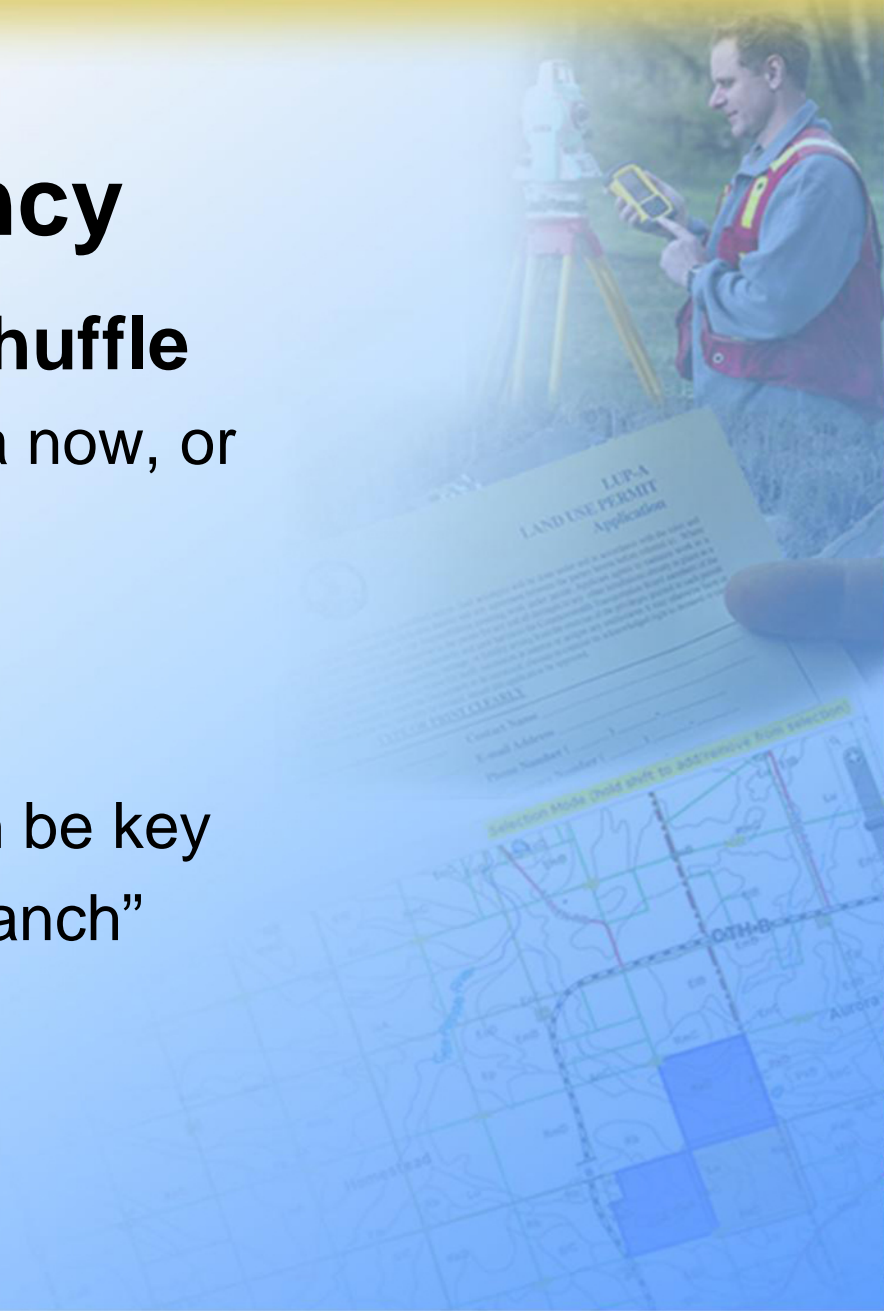
- **Vendors**

- 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





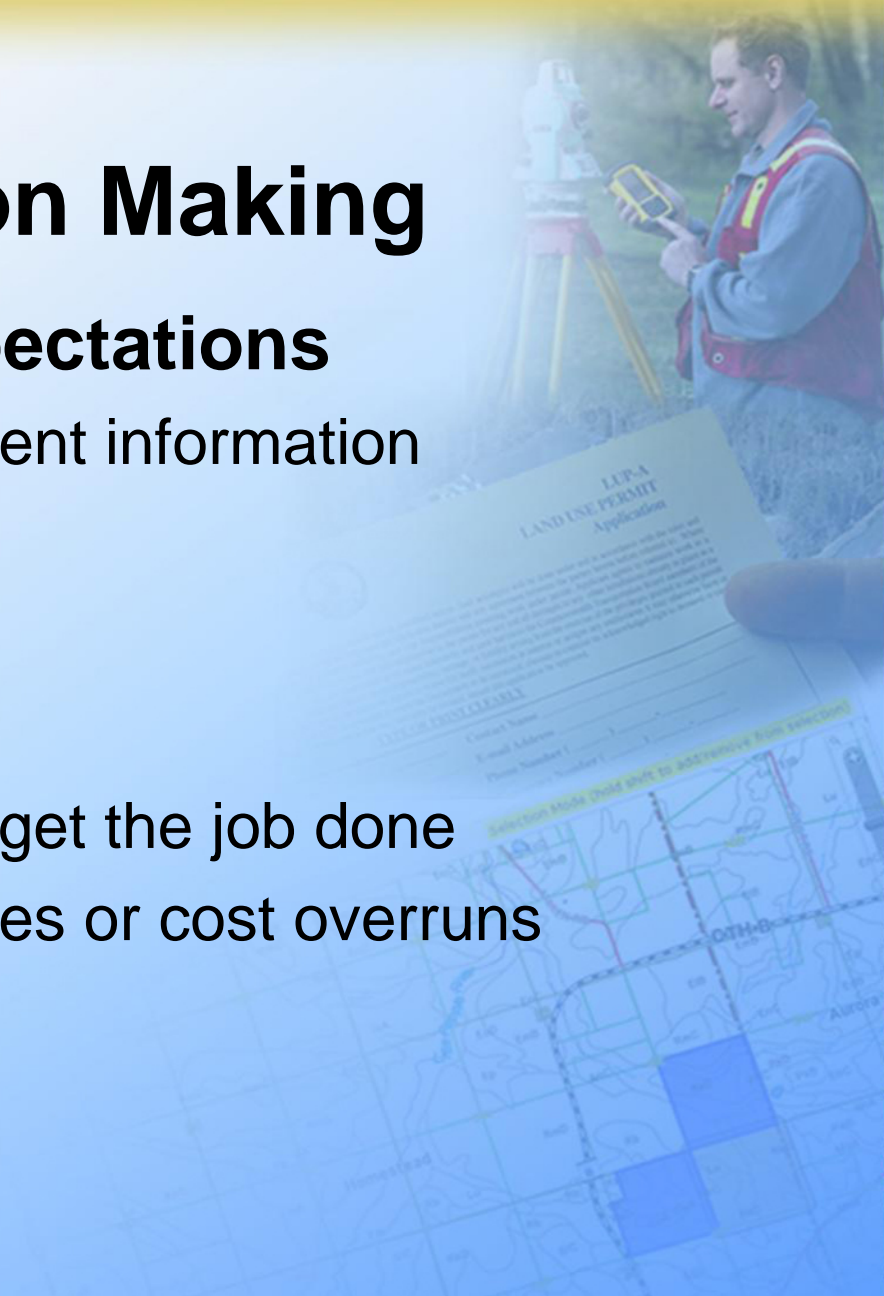
# Be Proactive

- **Preventative Maintenance**
  - More reliability, less outages
- **Customer Notifications**
  - Planned Outages
  - Service Orders
  - Work Orders
- **Materials and Equipment**
  - Come Prepared



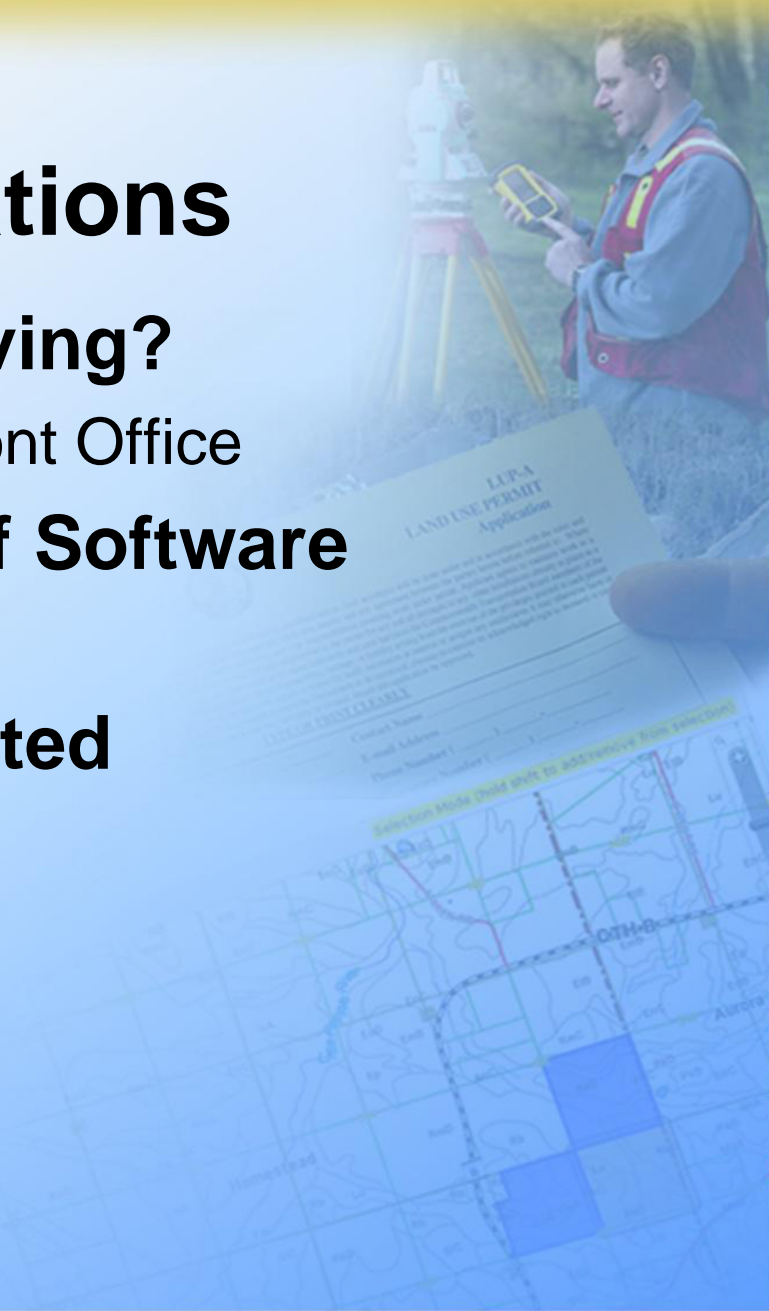
# Better Decision Making

- **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



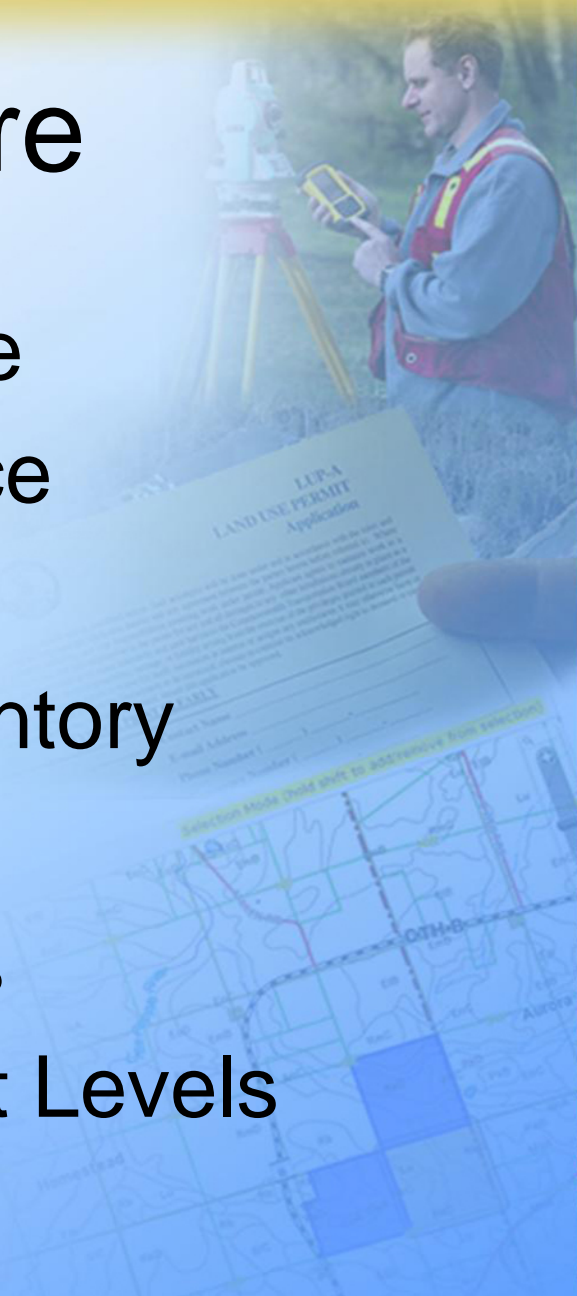
# Key Considerations

- **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



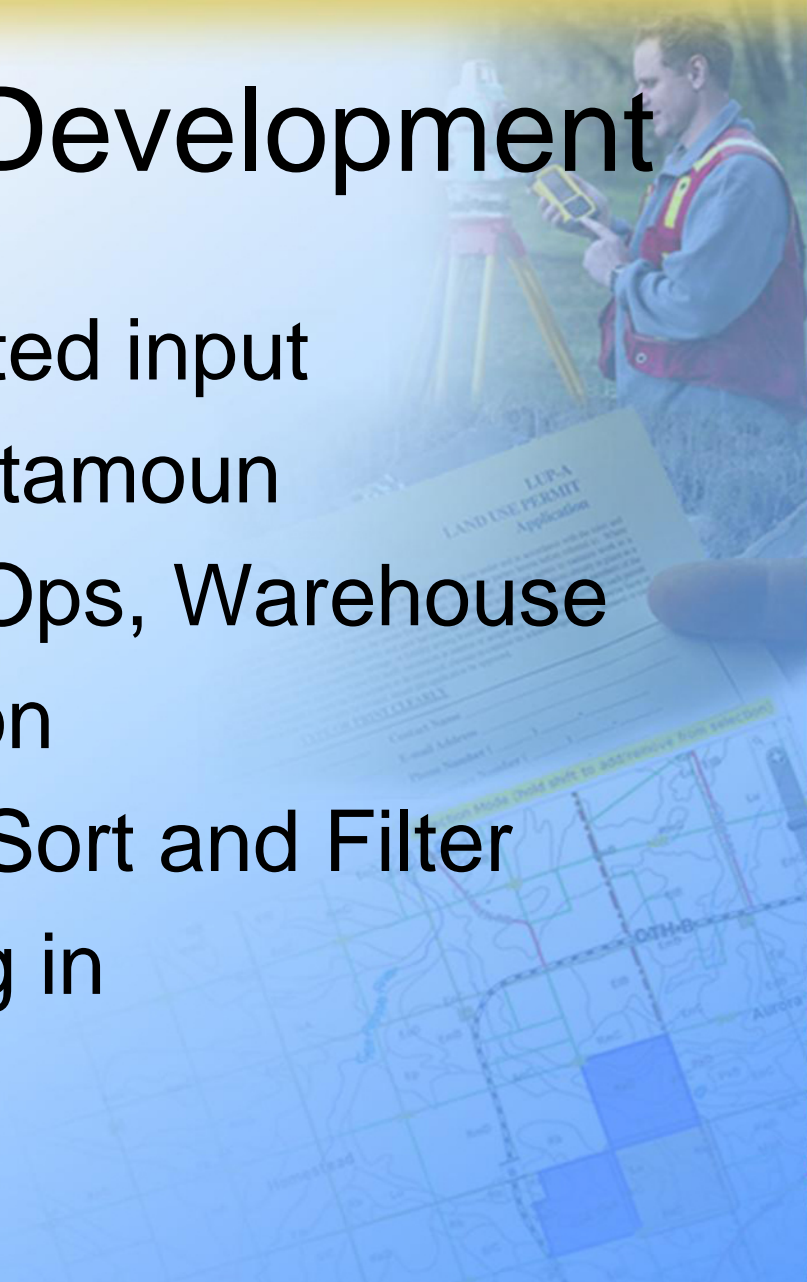
# mPower Software

- 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

More...

