

“Failing to measure means failing to manage”

Using low cost mobile phone technology to empower the utility workforce and enhance operational effectiveness

Who are we?

- Touchwork – Cape Town & San Diego
- Mobile phone based business solutions
- Products for utilities
 - SurveyThumb
 - Utiviti
- Customers
 - 50+ customers around the world, including Distell, Budget, SanParks, Manchester airport, 20+ universities



Benefits of a connected workforce

- Increased efficiency
- Cost savings through better utilisation of resources
- Reduction of administration costs
- More accurate and immediate data
- Improved customer service
- Performance management
- Real time visibility
- And much more

Data and the fieldworker

- **Pushing data** – scheduling, work orders
- **Querying data** – customer service, asset & inventory tracking
- **Collecting data** - auditing, meter reading, notifications

These functions require connectivity

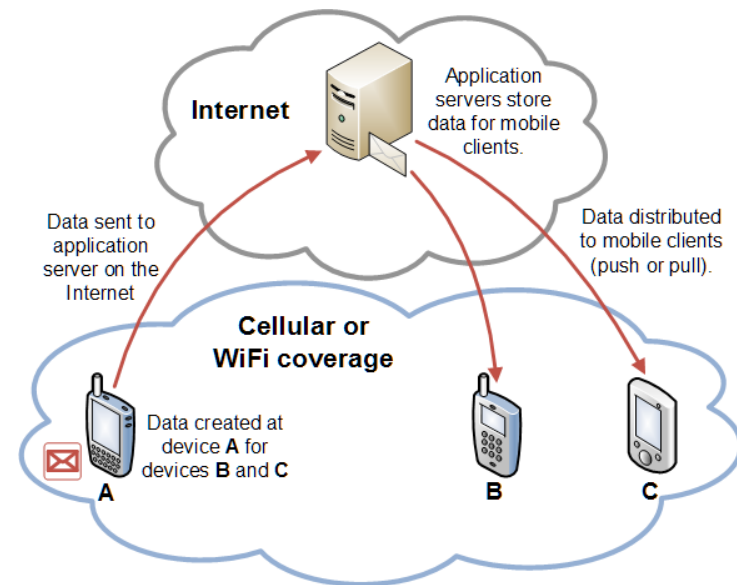


Utility drivers

- Many utility staff are operating in the field, or are involved in field operations
- Utilities are becoming 'Smarter'
- Cost and operational efficiency important
- Customer service priorities
- Technology developments are opening new opportunities for wireless WFM

Traditional approach: Client Server Approach

- Thick client
- Custom hardware and software
- Some disadvantages



Emerging Approach

- Web based architecture
- Benefits
 - Easier integration to back-end systems
 - More flexibility
 - Easier multi-platform deployment
 - Easier maintenance
 - Availability of low cost data networks
- Standard hardware
 - Much lower cost
 - Lower maintenance
 - Universally accessible

How low cost is low cost?

- Example 1 : Motorola's Defy Smart Phone
 - Android based, fully scratch, dust and water resistant, camera, GPS
 - Cost approx R 135 per month in South Africa, including 30MB of data

- Example 2: Samsung Galaxy Tab
 - As low as R 299 per month



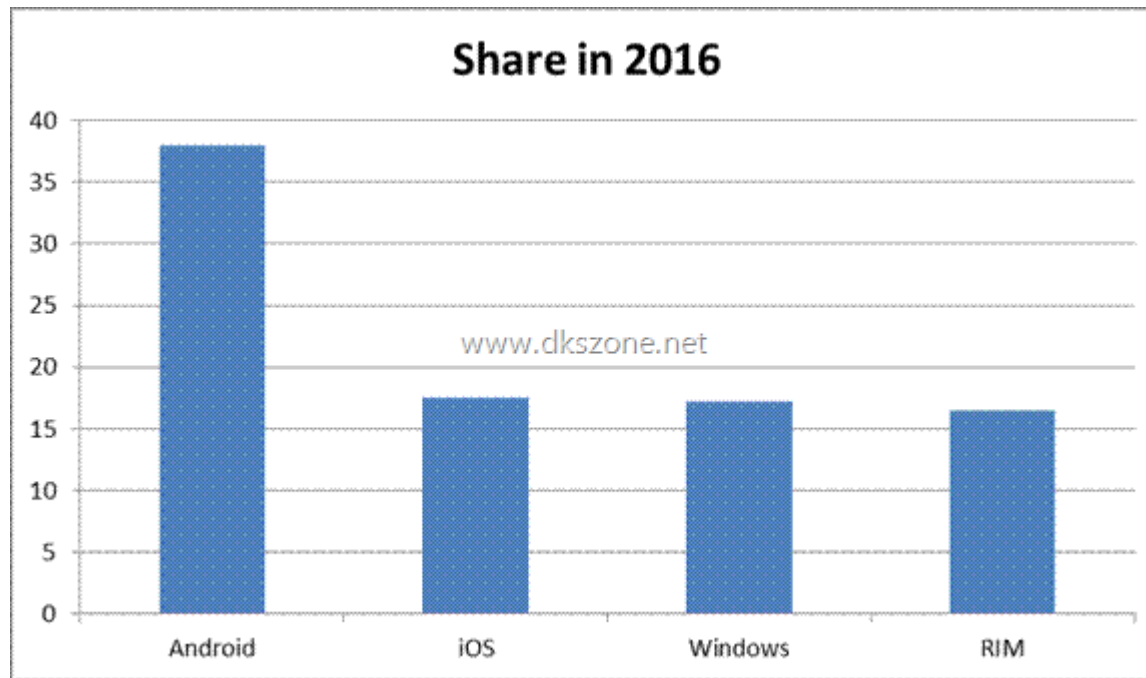
At this price-point,
every utility worker could
be connected!

Estimated that 70% of utility workers can be served using mobile phones

Connectivity

- On-line applications
 - Web application
 - Client Server application
- Mostly on-line applications
 - Require client-server
 - Leverage 'app' deployment – app stores
 - Data collection focussed
 - Try to connect whenever possible
 - Auto synchronize

Mobile phone OS



Source: Ovum

The mobile information platform

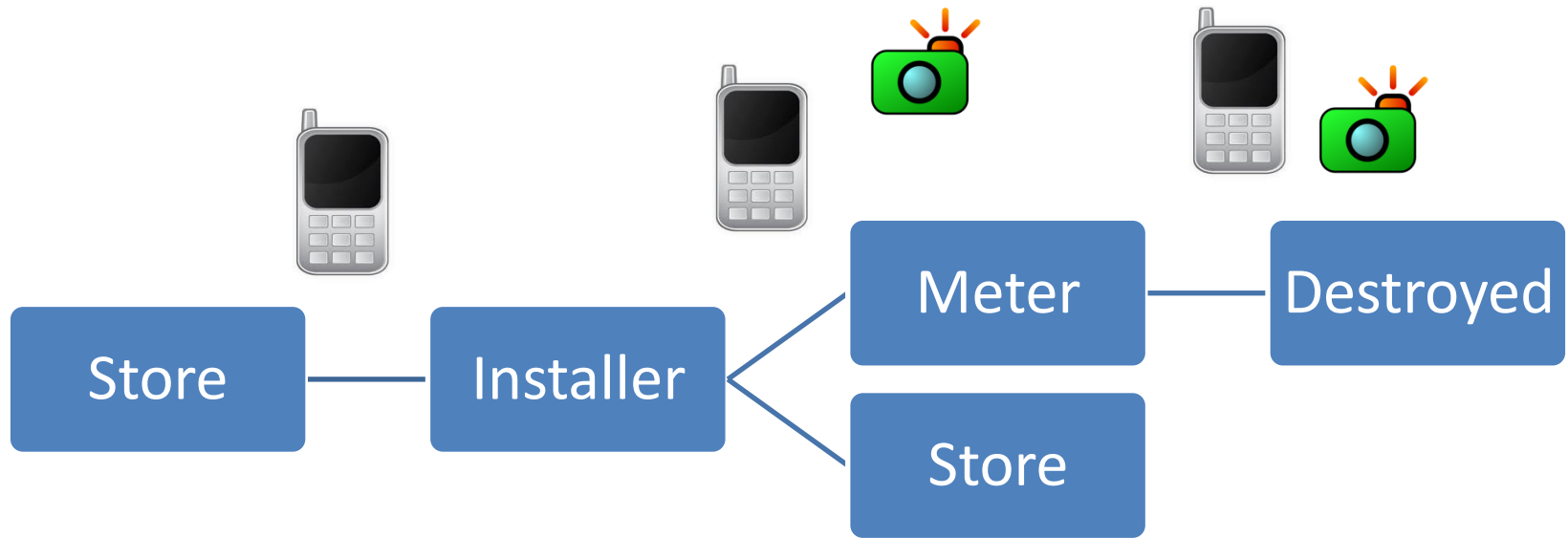
- Full set of applications that enable all utility field workers to interact with back-office processes
- Includes
 - Customer service applications
 - Asset management applications
 - Field service applications
 - HR applications
 - RP applications

Revenue Protection applications

- Turning any paper process into an automated process
- Meter installation
- Inspections and audits
- Notifications/evidence
- Seal management and tracking

Example: Seal Management

- Birth-to-death record of all seals
- Using the mobile device to change seal state, and provide absolute proof of responsibility
- Using mobile phone to query seal location



store – issued – accepted – installed – removed – returned - destroyed

SurveyThumb

- **Utiviti** – suite of mobile utility applications
- **SurveyThumb** – end-user configurable mobile phone applications
 - Includes route management
 - Asset/location management function
 - User management
 - Instant dashboarding
 - Flexible

Example

- Utility X is asking its field workers to conduct a seal audit, and wants to collect the following data about its meters:
 - Meter Number
 - Seal Number
 - Seal Type
 - Photo

DEMO

SURVEYTHUMB
Mobile Survey Solutions

Conclusions

- WWFM/FFA has many benefits for utilities, including RP applications
- Mobile phones are a viable, cost-effective way to connect the utility workforce (*especially for RP departments that often struggle for adequate budgets*)
- Utilities can achieve rapid return on investment by automating key business processes
- Using simple configurable software tools enables any process to be measured/monitored and effectively managed

Thank you!

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