



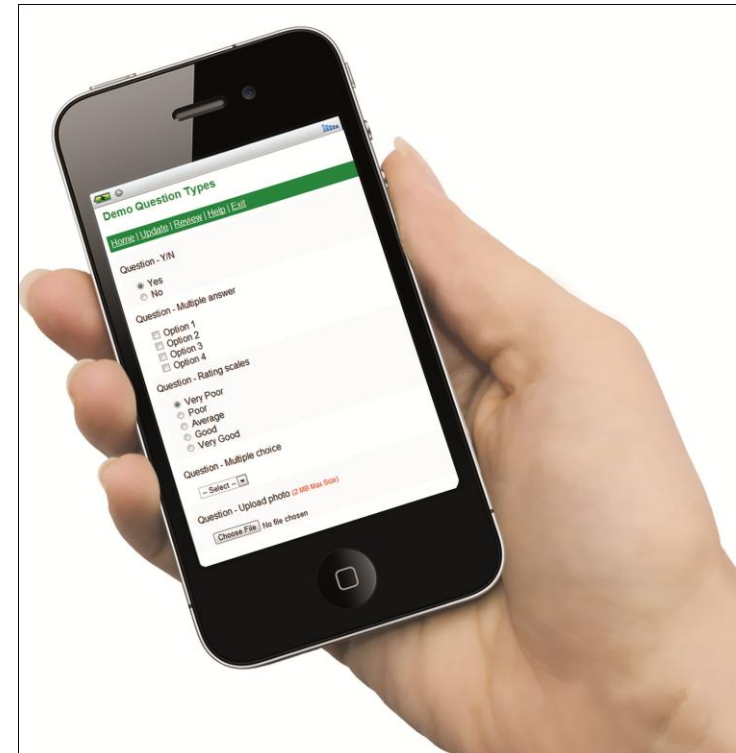
**“Turn every employee into the eyes and ears  
of the Revenue Protection Department”**

SARPA Conference 2012

# Content

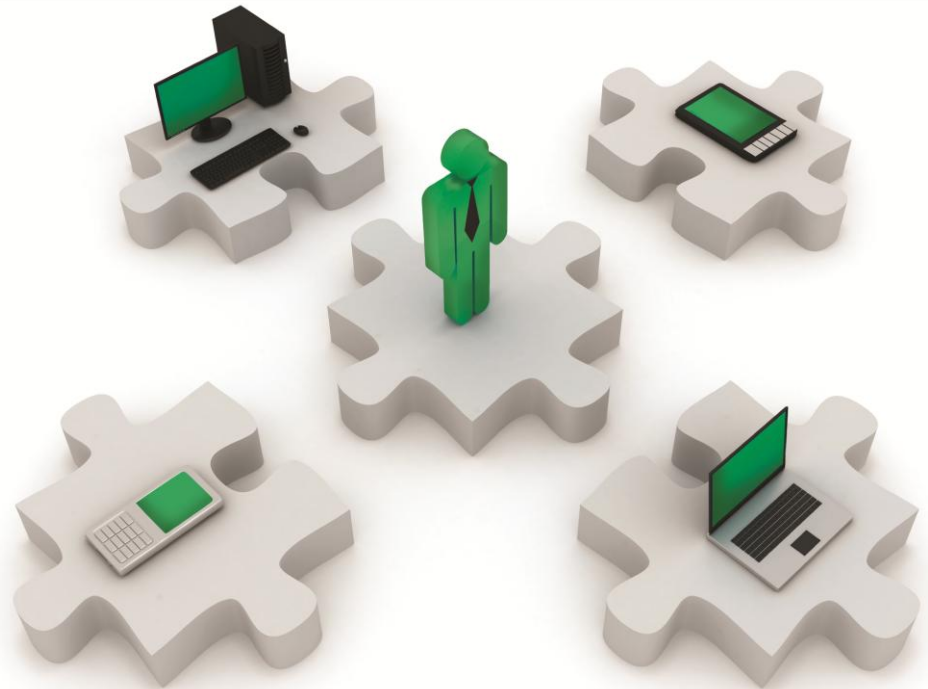
Various initiatives in place to address Revenue Protection, but sometimes it's **simple ideas** that have a significant effect.

- Workforce management trends
- Implementing WFM systems
- Mobile trends and landscape
- Key aspects to consider for WFM solutions
- An example of a real-time theft detection solution



# Mobile Workforce Management Trends

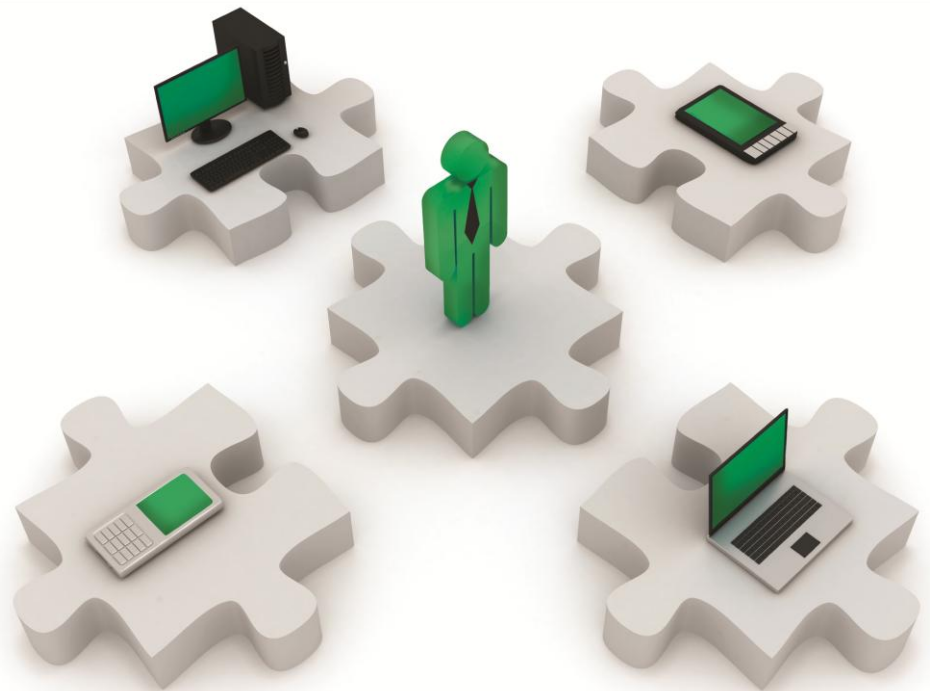
- Client server replaced by web based architecture
  - Cheaper
  - Easier to support
- Choice of hardware/mobile devices
  - Cell phones
  - PDA's
  - Tablets
  - Laptops/net books
- Bring-your-own-device
- Hardware flexibility



# Mobile Workforce Management Trends

- Decreasing costs
  - Hardware
  - Software
  - Connectivity
- Paper based to electronic processes
- Job functions changing due to technology advancements

**This means every employee  
can be a future mobile user...**



## Implementation of WFM Systems

- “By 2014, close to 90 percent of corporations will implement workforce management systems with mobile device integration. “
- “By 2016, the only wire required for employee work spaces will be the power connector.”

Gartner forecast



# Mobile Trends

## Global Stats for 2011

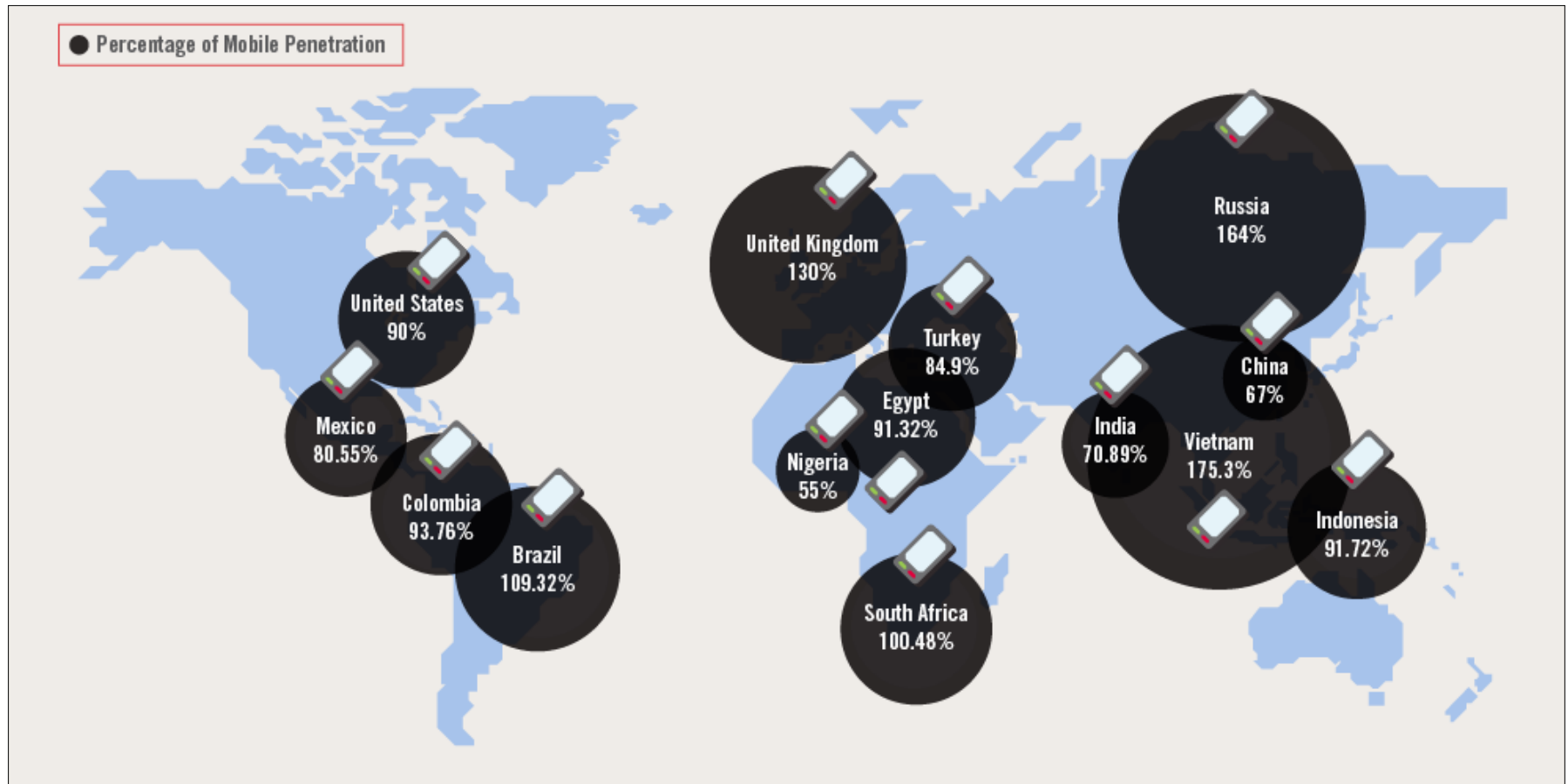
### Total mobile subscriptions

- 6 billion: 87% of population (RSA +/-105%)



Source: IDC (Feb 2012), IDU (Nov 2011)

# Mobile Penetration



SOURCES: THE ECONOMIST, OECD, EMARKETER, INTERNET WORLD STATS, ITU, ACISION

# Mobile Trends

## Global Stats for 2011

### Total mobile subscriptions

- 6 billion: 87% of population (RSA +/-105%)

### Total mobile web users

- 1.2 billion

### Mobile broadband

- exceeds fixed lines by 2:1



Source: IDC (Feb 2012), IDU (Nov 2011)



# Mobile Device Sales

## Global Sales for 2011

### Smartphone's vs feature phones

- Feature phones: 1,055m
- Smart phones 491m

= for every customer who bought a  
Smartphone, 2 bought a feature phone

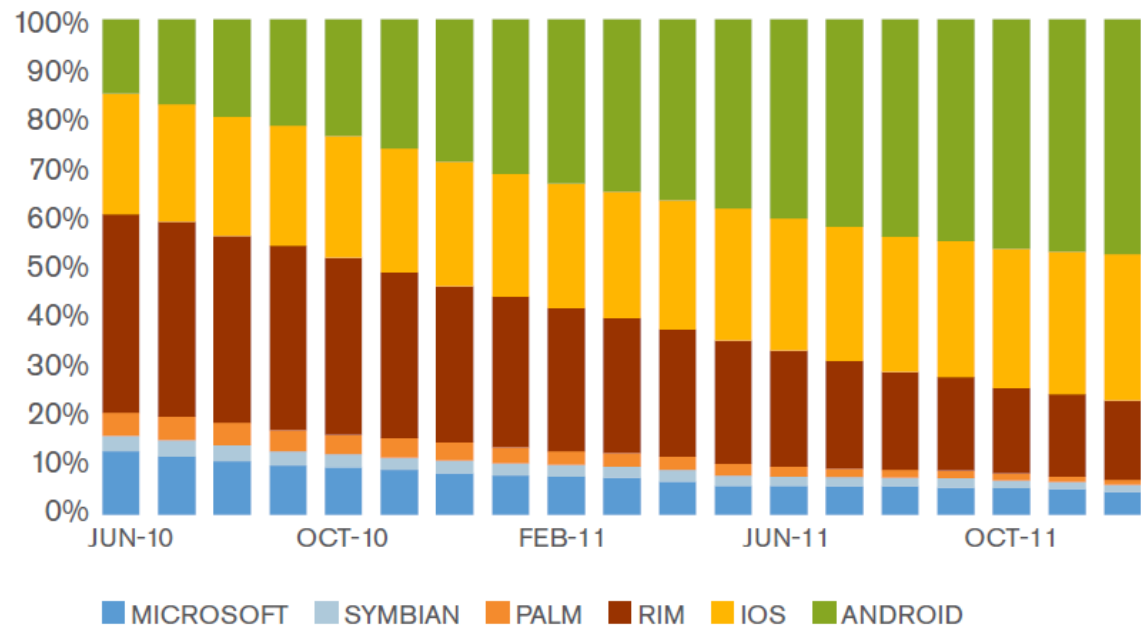
In South Africa feature phones account  
for closer to 85%



Source: IDC (Feb 2012), IDU (Nov 2011)

# Mobile Landscape

## U.S. Smartphone market share by OS



Source: comScore MobiLens 2011

## What is this and other research telling us?

1. Your staff are already connected with mobile technology
2. Beware of the Smartphone / App hype  
= feature phones dominate and are here to stay

Gartner predicts “Through 2014, fewer than 15% of enterprises will develop employee-facing native mobile applications on Apple iOS or Android.”

**Mobile workforce management strategies needs to take the above into account**



# Key Aspects to consider with WFM Tools

## Define your high level strategy

- Function to perform
- Expected output
- Funding model
  - SAAS - hosting or license fees
  - Bespoke development



# Key Aspects to consider with WFM Tools

## Define your high level strategy

- Hardware
  - Servers
  - Mobile devices
    - Company owned
    - User owned
    - Usage environment
- Other cost considerations
  - Data connectivity
  - Reimburse for personal devices



# Key Aspects to consider with WFM Tools

## Define your high level strategy

- Speed and flexibility
  - Set-up
  - Maintain/changes
- Device limitations
- Connectivity/coverage



# Applications for WFM Solutions in Utilities

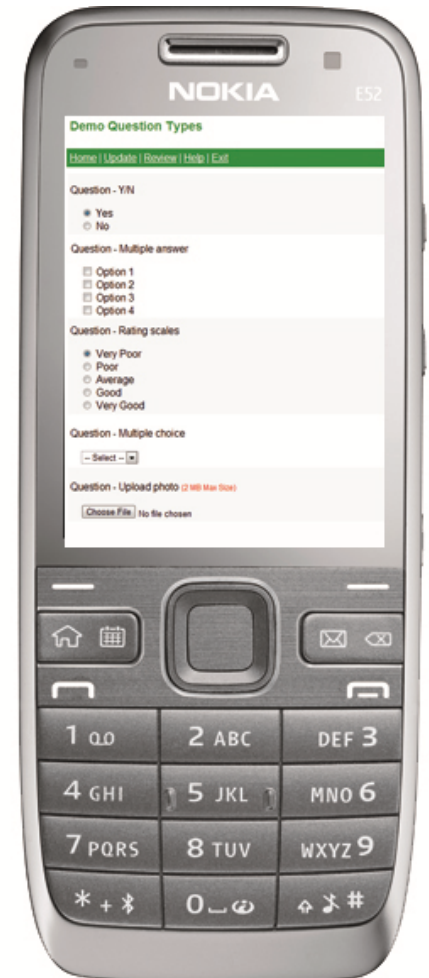
- Real-time alerts / theft detection
- Meter installation audits
- Meter audits / meter reads
- Asset management
- Work orders
- Seal lifecycle management





## Real-Time Alerts

- Employees become the eyes and ears of the RP dept.
- Send web link to staff phones, no Apps to download
- Report suspicions of theft/tampering and collect evidence
- Real-time alerts to investigation teams
- Reporting dashboards to monitor ongoing status
- Look at incentives to get buy-in

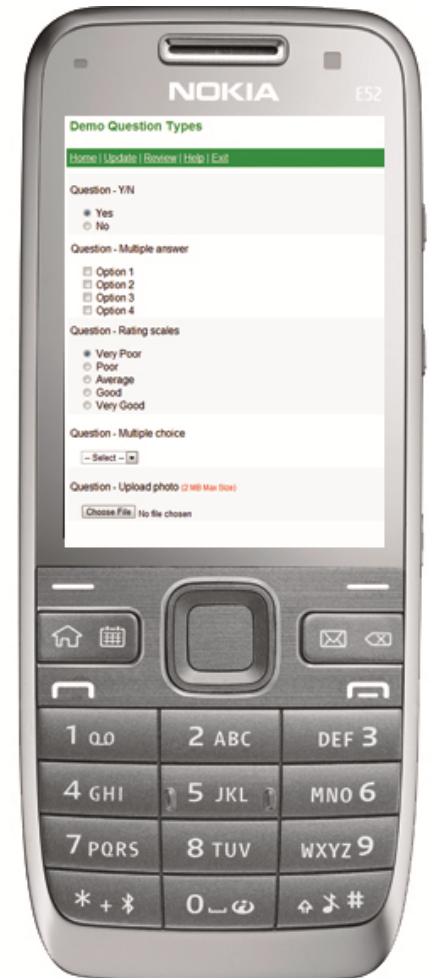




# Real-Time Alerts

## Benefits:

- Mechanism for all staff to report suspicions of theft / tampering
- Works on all web enabled mobile platforms
- Dramatically increase the number of field reports
- Collect evidence before it can be destroyed
- Reduce your losses, maximise revenue
- Simple deployment and management
- Cost effective, immediate ROI







# Web portal backend

Logged in as Touchwork SA (Utiviti - Audits & Field Reports)

CSV Import User Assign Companies Profile Logout



Smart Productivity Solutions





DASHBOARD FORMS BRANDS SURVEYORS LOCATIONS ATTRIBUTES ROUTINGS ADMIN

Utiviti Theft Detector

(Data Unfiltered) + 01/10/2011 to 20/10/2011 +

Load Create New Duplicate Delete

Form Access Code: [dbf155](#) | Form QR Code:  | Mobile Reporting: [dbf155M](#) | Mobile Reporting QR: 




Form View Reports Manage Distribute Links Capture Feedback Delete Responses Assign Dashboards

Survey Responses Add Remove Dashboards

Expand All Collapse All Two Columns

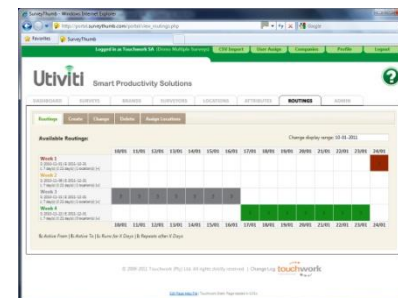
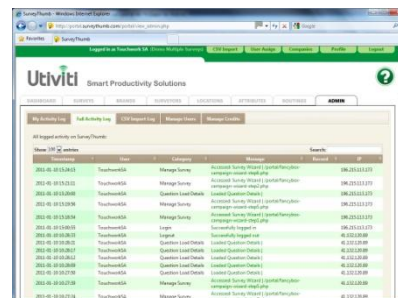
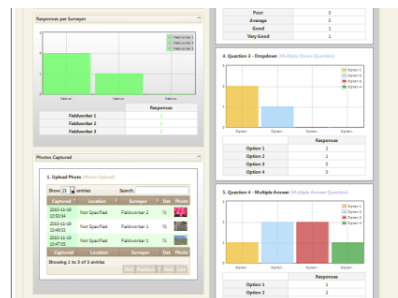
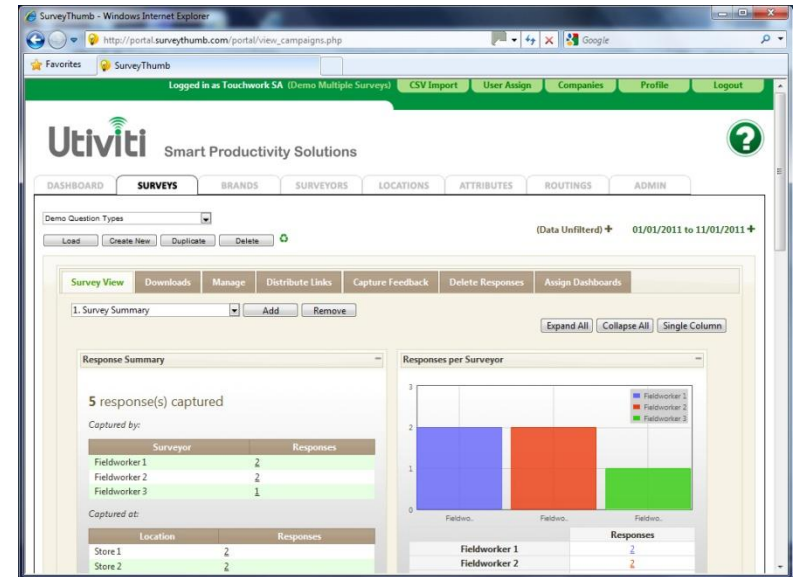
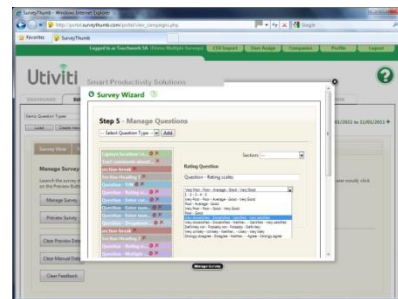
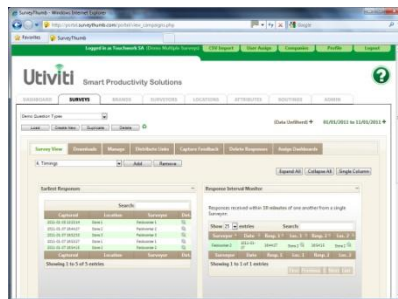
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# Web portal backend

- Client customized set-up
- Real-time reporting
- Customised dashboards
- Full access management & control



In touch with your world

## In Conclusion

1. Technology is constantly changing
2. Mobility in the workforce is growing
3. New cost effective mobile solutions are offering 'real' benefits

**From a RP perspective, the challenge is to bring these elements together in a way that offers maximum ROI with minimum effort and complexity**



# Thank-you

## Any Questions?

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In touch with your world