



# GeoVision Expertise in the Electricity Sector

Since 2009, GeoVision has engaged in providing Enterprise Geographic Information Systems (GIS) and Enterprise Field Force Management Solutions (FFMS) to key Electricity companies in the Arab Gulf Region.

Several different departments, responsible for different types of operations, have benefited from the implemented solutions, totaling in 2017 more than 10 million serviced Subscribers, through more than 10 thousand distinct Users, handling more than 5 million Processes.

GeoVision Enterprise Geographic Information System (GIS) is an advanced, powerful, up-to-date, ready, generic, Geographic Centric Application that can be parameterized to integrate different types of fixed assets & networks & map layers, and allow parametric search & querying & analysis & management of integrated elements with advanced maps visualization. System can be delivered to work with either ESRI-GIS technologies or Internet Google maps.

GeoVision Enterprise Dispatch and Field Force Management System (FFMS) is an advanced, powerful, up-to-date, ready, generic platform that can be parameterized in record time to service different customer needs. The platform is a Geographic Centric WorkFlow Solution allowing creation & dispatching & monitoring of field-work tasks (to service Customers, Assets, ...) within a complete parametric back-office & field-work cycle (including advanced tools & functions servicing Call-Center, Dispatch, Field-Work, Quality-Control, Customer-Communication, and Management), with integrated maps interface accessible to all levels of system users (based on ESRI-GIS technologies or Internet Google maps).

**Following are some of the different operations that GeoVision can expertly serve in the Electricity Sector:**

#### **Low Voltage – Emergency Operations Department:**

The Operations Department is responsible for handling Subscribers tickets related to reported emergency electricity-outages and electricity-supply-problems.

The target of the system is to efficiently manage several thousands of field teams distributed in multiple dispatch centers and responding to several hundreds of thousands of subscribers tickets (registered yearly) through:

1. Reducing outages resolution time to meet regulatory body SLA targets & increasing customer satisfaction
2. Controlling & reducing operational cost
3. Collecting detailed & structured operational data for strategic analysis & planning

#### **Disconnection & Reconnection Department:**

The Disconnection & Reconnection Department is responsible for identifying Subscribers with overdue unpaid bills and disconnect their meters, and afterwards reconnect the meters upon settlement of due payments.

The target of the system is to manage efficiently several thousands of field teams distributed in multiple dispatch centers and handling several hundreds of thousands of Yearly Disconnection and Reconnection tasks through:

1. Implementing efficiently and timely all targeted Disconnections
2. Reducing Reconnection Task time to meet regulatory body SLA targets & Reducing lost Income due to longer disconnection periods
3. Improving Company cash flow through handling larger number of disconnections and resulting reconnections after payment

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## Substations Maintenance Department:

The Substation Maintenance Department is responsible for planning and implementing yearly substations inspections and handling related reactive maintenance.

The target of the system is to manage efficiently several thousands of field teams distributed in multiple dispatch centers and handling several tens of thousands of yearly inspection and reactive maintenance tasks through:

1. Achieving Yearly Inspections targets in accordance to Industry Best Practice Requirements
2. Minimizing Substations Operational Faults thus reducing corrective costs and related loss-of-income
3. Updating and Maintaining Substations Assets Records

## Meters Maintenance Department:

The Meters Maintenance Department is responsible for planning and implementing periodical Meters inspections and handling related reactive maintenance.

The target of the system is to manage efficiently several thousands of field teams distributed in multiple dispatch centers and handling several hundreds of thousands of yearly inspection and reactive maintenance tasks through:

1. Increasing work efficiency & meeting yearly inspections targets
2. Fulfilling the purpose of the Conditional-Based-Maintenance (CBM) Best Practices by reducing Meters faults through more pro-active inspections & maintenance, and thus reducing corrective costs and related loss-of-income
3. Maintaining up-to-date Meters assets records

## Inspection Work for Safety and Quality Assurance:

The duty of the inspection department in the electricity company is to guarantee that standards are being followed and laws are respected, in a way to ensure that high quality services are received from contractors in their allocated jobs.

The target of the system is to manage efficiently several hundreds of inspectors distributed in multiple dispatch centers and responding to several tens of thousands of yearly inspection requests through:

1. Performing all needed inspections timely
2. Covering large operation areas
3. Monitoring the efficiency of big groups of inspectors
4. Increasing field reports integrity with geographical and time stamps
5. Ensuring quality and transparency in the service provided
6. Taking proper corrective actions/measures

## Thermal Insulation Inspection Department:

The Thermal Insulation Inspections Department is responsible for following up on new Construction projects and performing Inspections visits to confirm compliance with thermal insulation requirements as per Official Governmental Degree.

The target of the system is to manage efficiently several hundreds of inspectors distributed in multiple dispatch centers and responding to several tens of thousands of yearly inspection requests through:

1. Effective Monitoring of new construction projects
2. Controlled and Optimal Operations
3. On-Target to achieve reduction of energy consumption and hence reduce related CO2 emissions in accordance with international requirements

## Planning Department:

The Planning Department is responsible for receiving new Subscribers connection requests and validating sites compliance for future connection to network and planning the needed source-of-supply connection implementation.

The target of the system is to manage efficiently several tens of thousands of yearly new connection requests through several hundreds of Planners distributed in multiple dispatch centers through:

1. Reducing Planning-phase turn-around time (in relation to new connection-requests) to meet regulatory body targets for connection activation timing for new Subscribers.
2. Increasing SEC inspection team efficiency and reducing operational costs

## Construction Department:

The Construction Department is responsible for initiating electricity-network related construction projects (covering network improvements and network extensions to cover new Subscribers) and allocating these works to contractors, performing supervision, and commissioning the completed works.

The target of the system is to manage efficiently several tens of thousands of yearly construction projects through several hundreds of supervisors distributed in multiple dispatch centers through:

1. Reducing Construction Projects turn-around time through effective management and supervision, and meet regulatory body target connection activation timing for new Subscribers.
2. Controlling & reducing construction materials wastage through effective supervision
3. Increasing supervision team efficiency and reducing operational costs

## Meter Reading and Bill Collection:

The field teams in the meter reading and bill collection department are responsible of executing field visits to the subscribers location: on one hand to register the power consumption showing on the meter and yet to be billed so the subscriber can be invoiced accordingly in the next cycle, and on the other hand to collect the bill money of the precedent consumption.

The target of the system is to manage efficiently tens of thousands of monthly field visits to subscribers' locations to register new readings and collect bills through:

1. Digitizing the full process and exchanging all information electronically
2. Completing all monthly visits timely and efficiently
3. Documenting all visits done (date/time/location electronic stamps)
4. Giving supervision team full view on operational metrics and performance indicators



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