

# Tools Management Solution for **Smart Service Operations**

- Improve Compliance
- Reduce Downtime
- Increase Productivity
- Reduce Tool spend
- Increase Tool lifetime





# CLIENT BACKGROUND

A utility company that provides gas and electric distribution services to more than 2 million customers requires regular maintenance work to avoid service interruptions and prevent the worst from happening. Streamlining the operational process and having smoother service workflows are critical to keeping the utilities flowing. The company wanted to optimize its service operations by tracking and monitoring its service equipment and tools mapped to the service trucks.

They have a large workforce, a fleet of more than 2000 vehicles, and over two million pieces of equipment to manage.

## SOLUTION

Our IoT solution, 'N-Smart,' offers a smart tool management solution that collects and processes data from every tool and equipment to provide a role-based, single- pane-of-glass view of the real-time data.

The solution provides a web-based portal for service and inventory managers to centrally monitor and manage tools & equipment in the service trucks, service centers, and warehouses. The solution uses smart tags attached to the tools and equipment, an intelligent edge device scanning the tags to enable real-time tracking and remote monitoring.

Before starting and closing a service work order, the service technicians can verify the tools' condition and availability via a mobile application or a web dashboard. The solution provides real-time data on tools & equipment available to all stakeholders optimizes the business workflows, improves utilization, and eliminates operational errors.

# CHALLENGES

Availability and working condition of service tools & equipment are critical for service delivery. The service technicians are at work sites every day to repair and maintain the services and their operational challenges include:

- Lack of real-time status and availability of service equipment and tools
- Compliance and safety impact due to the usage of non-compliant tools
- Surge in the number of unresolvable work orders and additional trips due to missing or non-compliant tools
- Delays in customer service job closures impacting the OPEX



Centralized view  
to **track monitor and  
manage service tools**

## OUTCOMES

- Real-time tracking, life-cycle visibility, and remote monitoring of tools & equipment
- Improved safety and regulatory compliance with calibration cycle automation
- Preventative maintenance of service tools & equipment, increasing their lifetime
- Efficient management of incidents with improved service resolution times
- Value-add to service operations with efficiencies in OPEX & CAPEX
- Eliminate the number of trips due to missing or non-compliant tools, contributing to sustainable goals and carbon-neutral initiatives