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Large-scale
Smart Meter Rollout deployment – challenges and experiences

Smarter. Human. Agile.

Richard Rierstam
Product Manager & Solution Architect
richard.rierstam@ismobile.com
+46 70 299 11 00

Johan Ekblom
EMEA Sales manager
johan.ekblom@ismobile.com
+46 70 601 50 89

isMobile Solutions

Our Offices in Europe

Luleå

Helsinki

Stockholm

Brussels

Seville

Our solutions are based on our platform isMobile Coordinator with flexibility and knowledge built-in.

Pre-designed process and workflow templates are ready to be used and adjusted to our customers' business.

isMobile is an industry-proven solutions partner for smart meter rollout and meter service

Our solutions offer

◈ Smart Meter Rollout

◈ Field Service Management

◈ Case and Work Order Management

isMobile + Partners = Success

Flexibility built-in

Partnership

It's about people

✓ **Working in a partnership model** is in our DNA.

✓ **The partnership model network is growing,** which enables us to help even more customers all over the world.

✓ **Together with our customers and partners,** we strive to create solutions for better business and a better tomorrow.

ERICSSON

kamstrup

ORACLE®

SOGETI

IBM®

Tech Mahindra

In total, more than 100 000 000 work orders managed through isMobile solution

Rolling out
smart meters in India

! **Target** - 250 million smart meters aimed for 2026

! **Status** - 6 million installed. 244 million left to install. In 32 months = about 7 million meters per month

! **Challenges** – High volumes, collaboration in large organisations and systems to interact

! **Needs** – Tool support for all phases of large-scale projects: before, during and after.

Pilots+EESL+IPDS+NSGM+UtilityOwned

Monthly / Cumulative
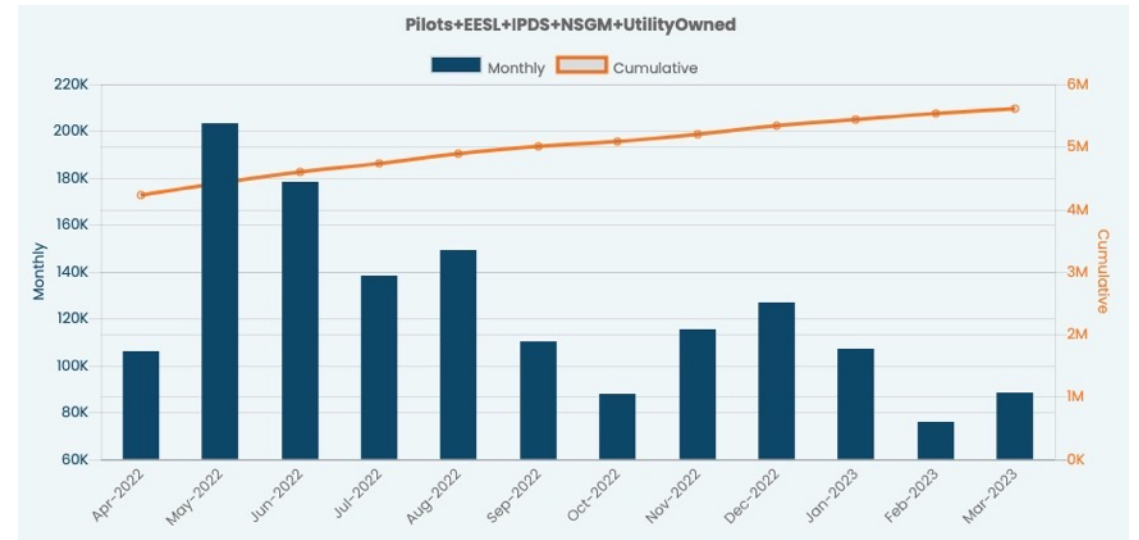
Source – National Smart Grid Mission, Ministry of power, Gouverment of India, April 2023

"The Mission"
– areas to be considered, from planning to system integration

Rollout planning

From volume, areas to meter placement.

Organisation

All planners, field and warehouse workers, subcontractors, consumer service, 3rd party helpdesk.

Processes and Workflows

Site Check, Meter Exchange, Cleanup, Inspection, Meter Reading, Meter Service, Warehouse Mgmt/Logistics.

Consumers and Service

All consumer types, meter placement, notification, booking, helpdesk, timeline, booking timeslots, CSI.

Follow up / Statistics

Operational daily/weekly, strategically monthly, status, exception handling, improvements

Quality inspection

Organisation and strategy, e,g, 50% of first week random for new technicians, 1% random thereafter. Site Check to improve data, Visual remote assistance.

Warehouse Management, Logistics

Main/field storage, statuses, equipment, workflow integration

IT and system interaction / integration

System landscape, data in/out, message transformation, workflow triggers. System Surveillance and maintenance.

Challenges

– from cost efficiency to resource allocation

Cost-effectiveness for each meter exchange

Lack of data and quality of site and consumer

Difficult to collaborate and control within big project organizations and large geographical areas

High administrative load with large rollout volume and non-streamlined workflows

Challenging to recruit technicians with right skills and within a short time

Unexpected situations like the pandemic, material shortage and resource allocation on a daily basis

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Experiences

– automate, optimise, leverage experience

+ **Automate processes**: as much as possible but at the same time be able to handle exceptions and deviations and lack of data.

+ **Focus on common workflows**: the standard 90 %. But don't forget the other 10 % - the deviations and complex work orders.

+ **Update poor data:** and improve quality trough site checks and field quality surveys.

+ **Factor in flexibility in planning:** during rollout, swift replanning and adaption to ever changing conditions is key.

+ **Promote collaboration and leverage team experience:** to enable proactive solutions and swift actions.

![ismobile logo]

Smart Meter Rollout

Results

– improved quality, management, savings

✓ **Increased up to 80-110 meters exchanged** per day and tech, and normally 15-18 meters.

✓ **1 planner handled 3 times more field resources**

✓ **Decreased to 30 seconds per exchange** and overall planning time spent

✓ **Less than 0,125% work orders needed special attention**

✓ **Up to +120%** increase in work order dispatching capability for meter exchange because of automation

✓ **Overall increase in** customer satisfaction with proactive support (SMS)

- Very happy customers increased with 14,3%
- Happy customers increased with 50%
- Total customer satisfaction: 79 % satisfied or very satisfied.

Hit SLA, no risk of penalties!
Decreased man power and project time!
Cost efficient with sustained quality!
Investment decreased OPEX
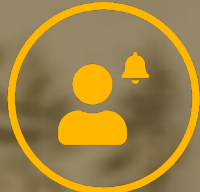
Intuitive tools and do it yourselves low code platforms
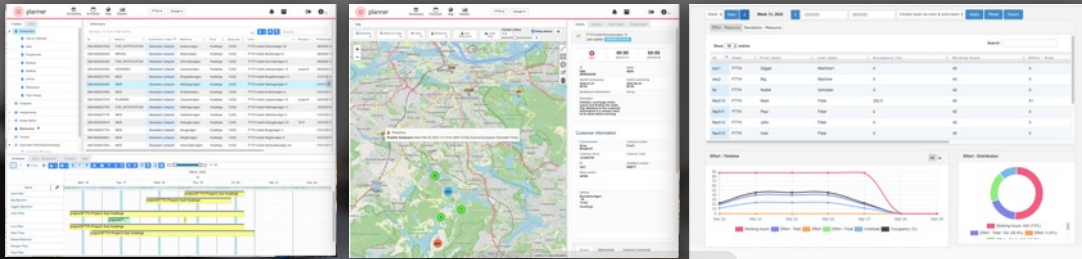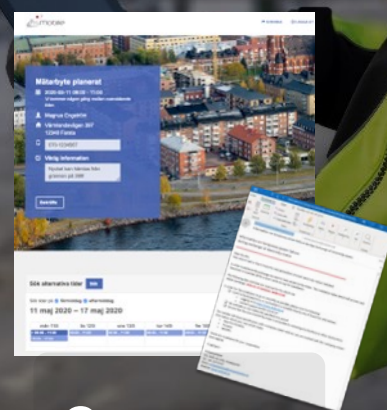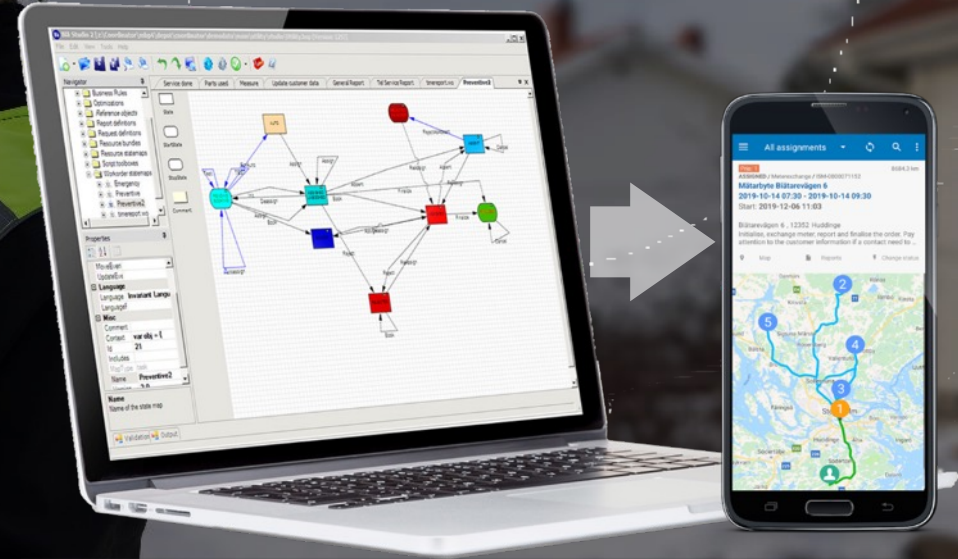
Planning

Field Work

Consumer Service

Studio – Drag n´ drop low code
Do it yourselves!

7 Insights for a successful project in India

Smart Meter Rollout

1. Get in control, meet the SLA and eliminate the risk of penalties

2. High hit-rate for first appointment

3. Efficient meter installation, decrease man power and/or project time

4. Efficient logistics

5. Coordination of subcontractors

6. Quality control and inspection

7. Cleanup / Service

Thank you! Feel free to download presentation and 7 insights.

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Today's presentation

7 Top insights for a successful Smart Meter Rollout project