

#1 Digital Mobile Workforce Engagement Platform

Smart Mobile Workforce (SMW®) is the #1 Digital Workforce Engagement Platform that helps utilities improve productivity and efficiency of field personnel by providing job, safety and asset related information in real-time on mobile devices including smartphones and tablets. SMW provides

- The right mix of **digital self-service** capabilities to drive **workforce** engagement
- 24*7 **mobility** and **real time availability of information** to increase operational efficiency
- **AI and ML** driven workforce performance analytics and dashboard
- Reduce cost to serve with higher workforce adoption

What is SMW

Digital Mobile workforce engagement enables field workers to deliver superior customer service. SMW integrates all workforce, work order, service request, asset and inventory management processes into one view and improves operational efficiency and productivity of Utility staff performing work in the field while increasing customer satisfaction.

Real time availability of information

Digital Workforce Experience (CX)



Why utilities use SMW?

To enable seamless customer service, we help utilities address the key challenges faced by the industry by

- Enhancing flow of information between worker and supervisor
- Optimizing field operations
- Real time tracking of workforce in the field
- Complying with safety regulations for all electric, water and gas utilities
- Providing analytical reports and dashboards with 360 degree view of field operations
- Lowering costs and time of restoration with increased reliability.



IMPROVE WORKFORCE TRACKING

- Complete visibility of the mobile workforce
- Gap analysis and identifying improvement areas for field workers
- Improve responsiveness with 24*7 communication channels



REDUCE COST-TO-SERVE

- Enhance real time data analytics and operational efficiency gains
- Tracking and Decrease in Work order related costs



MAINTAINING ASSET HEALTH

- Improving asset health through regular maintenance and inspections
- Increased performance of assets
- Prevents costly and unproductive downtime

Smart Mobile workforce (SMW®) deployed on Microsoft Azure enables utilities to leverage the power of cloud to deliver a seamless operations by automating workforce processes.



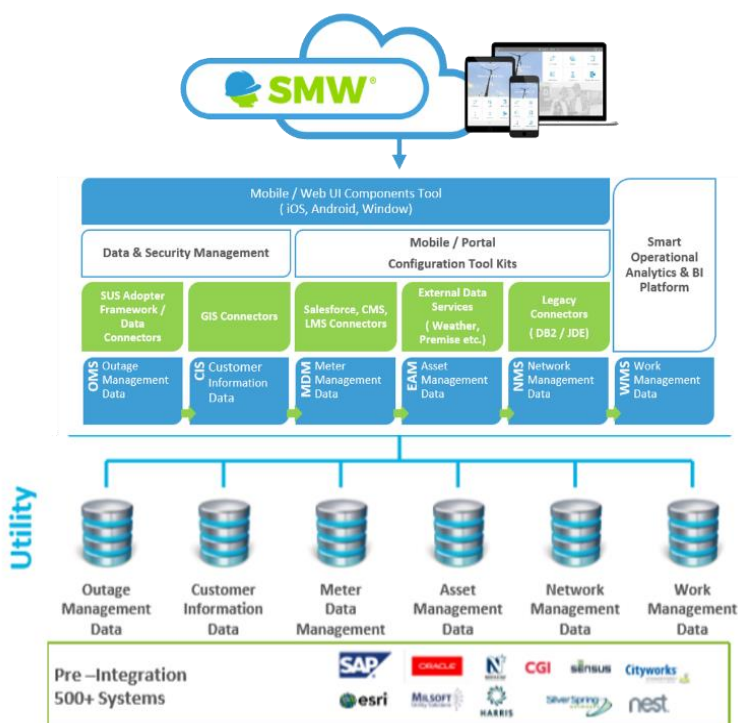
Up to 35% increase in workforce productivity



Up to 90% elimination in paper/manual work



Up to 32% reduction in operational costs



Tangible Benefits / Desired Outcomes/Qualitative Outcomes

- Enhanced safety and customer communications for excellent customer service
- Enhanced Performance and Reliability of assets to ensure compliance adherence
- Improved Safety, Training and Environmental compliance

Why Smart Energy Water?

Smart Energy Water with its innovative solutions powered by AI & Machine Learning, cloud, mobility and Internet of Things, is driven by a mission to create a smart and sustainable future. SEW enables utilities to improve their customer service and operational efficiency leveraging mobile and cloud technologies. SEW transforms the traditional utilities to 'energy enablers' by facilitating solutions focused around customer centricity to meet growing customer expectations and provide better customer experience. Aimed at harnessing the power of next-gen digital technologies, SEW offers a wide range of cutting-edge products to add significant value to utility growth and customer needs.