



Puget Sound Energy's Journey Implementing an Integrated Work Management Solution

#82307



About the Speakers

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Key Outcomes

How PSE is working to provide a better experience for our customers by transforming the way we work together.

How PSE fuels the digital utility by transforming PSE Operations.

Share what we learn along the way and leave with tip.

About Accenture's Utilities Industry Group

RELATIONSHIPS

with **+200** of the world's leading utilities

+15,000

skilled utilities industry professionals

Working with 9 of the 10 top utilities on the Global **FORTUNE 500**

Access to wider **SAP PRACTICE**

+50,000 SAP practitioners

21 Liquid Studios and **17** Innovation Centers focused on **SAP Solutions**

INVESTMENT

in differentiated capabilities

 Structure

Realworld OO
Systems B.V.

 daviesconsulting

Industry executive

FORUMS

Accenture International Utilities and Energy Conference (IUEC)

Accenture Smart Grid Leadership Network



@Accenture_Util



Accenture Utilities



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Customer Focus @ PSE – Get To Zero

Guiding Principles

PSE makes and acts on commitments to its customers with confidence.

PSE knows who I am and anticipates my needs.

I can easily locate the answers to my questions and resolve issues myself.

I get the same accurate information no matter how I contact PSE and I know what to expect at every interaction.

PSE will proactively inform me of things I care about through my preferred communication channel.



Drivers for Change

Better Customer Experience Customer Interface

- Enables self service (app, web, IVR, etc.)
- Allows for tighter appointment booking
- Provides visibility into status of requests
- Enables proactive notifications to customers about work status

Improved Scheduling ClickSchedule

- Assigns Work Orders to available and capable personnel
- Optimizes scheduling based on factors such as priority, location, skills
- Sends dispatched work to mobile device and SAP

Simplified Work Management Notifications & Work Orders

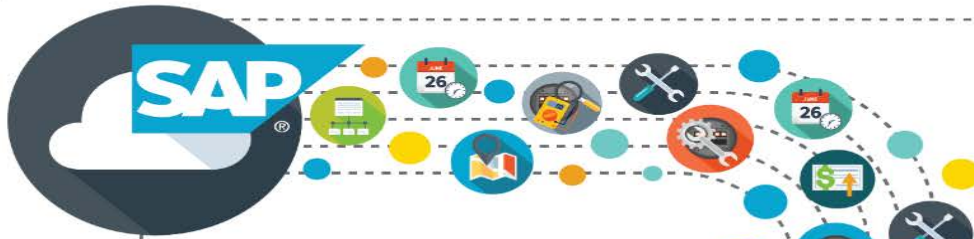
- Streamlines work orders, with tasks for different teams on a single order
- Increases visibility into status of jobs
- Move to a digital platform

Mobility in the Field SAP Work Manager

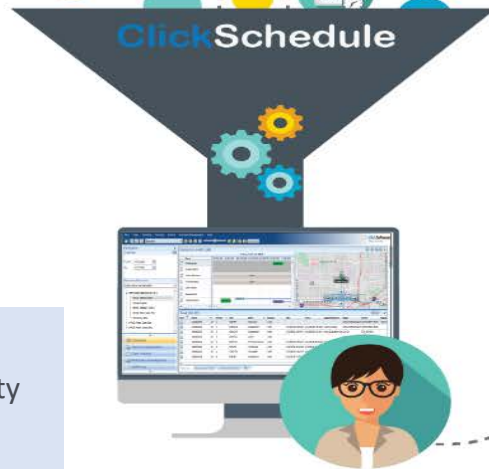
- Syncs scheduled work for field worker daily to mobile device
- Allows for easier, quicker time allocation at work order completion
- Provides visibility into real-time status of work orders



Laying the operational foundation



Optimizing work scheduling through automation based on defined business rules and priorities.



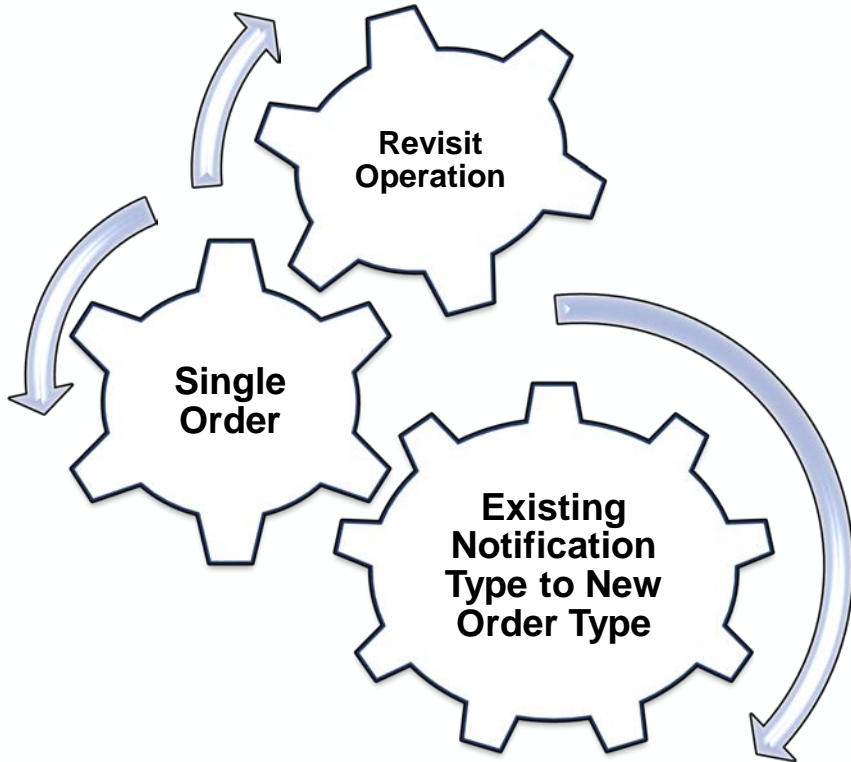
Streamlining the work lifecycle
with a simplified, proactive process for managing work, better ability to track costs, and real-time visibility into field operations

Creating a mobile workforce
through state-of-the-art rugged tablets and ability to receive, record, and complete work from the field

Challenges & Opportunities



Innovations – SAP



Notification is created in SAP



Work order automatically created and routed to appropriate group



Work order updated in SAP

Operations completed in the field from mobile device

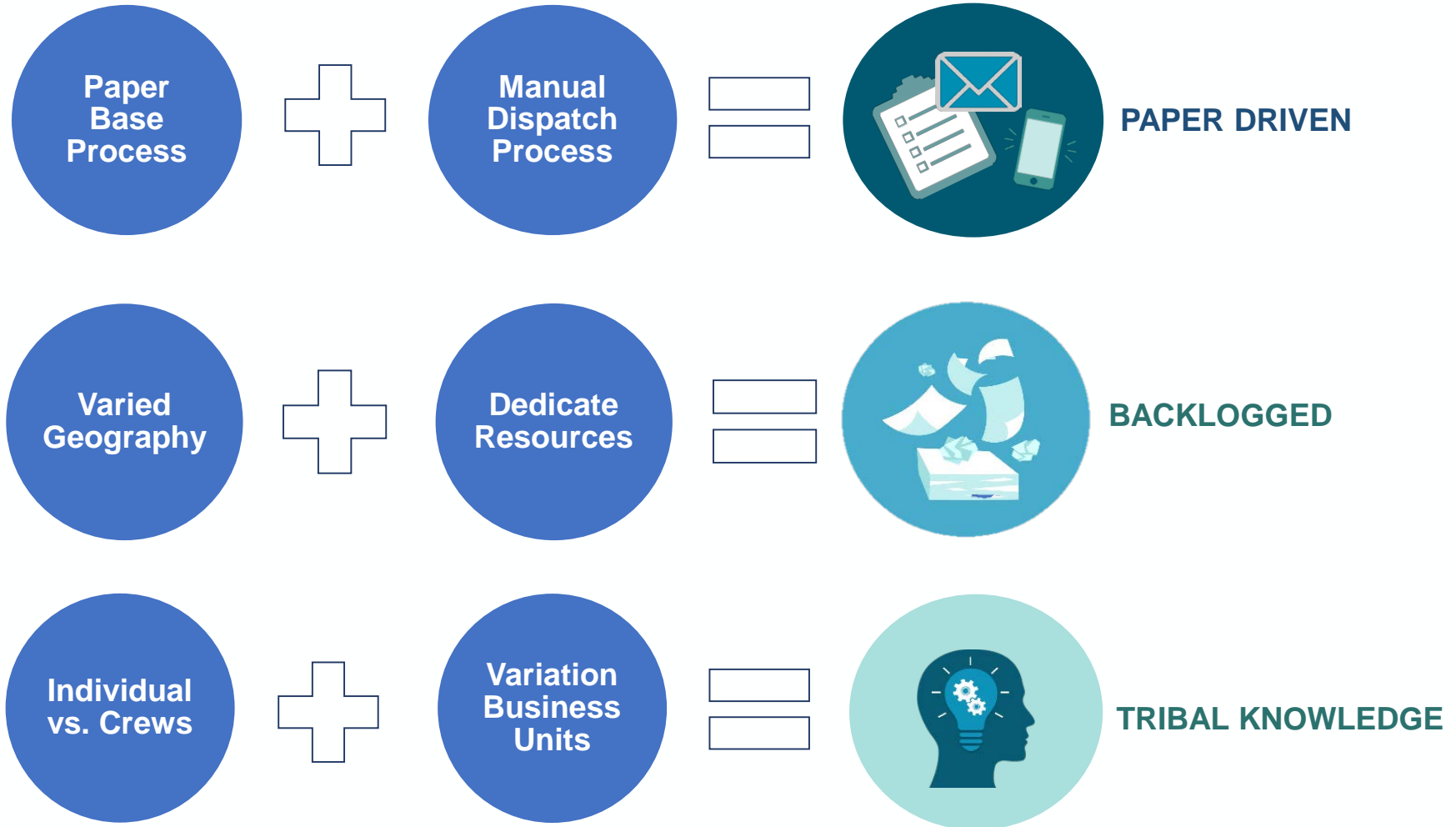
WINSHUTTLE

Work for multiple teams is tied to a single work order through operations



Operations routed through Click and released to field

Scheduling Challenges



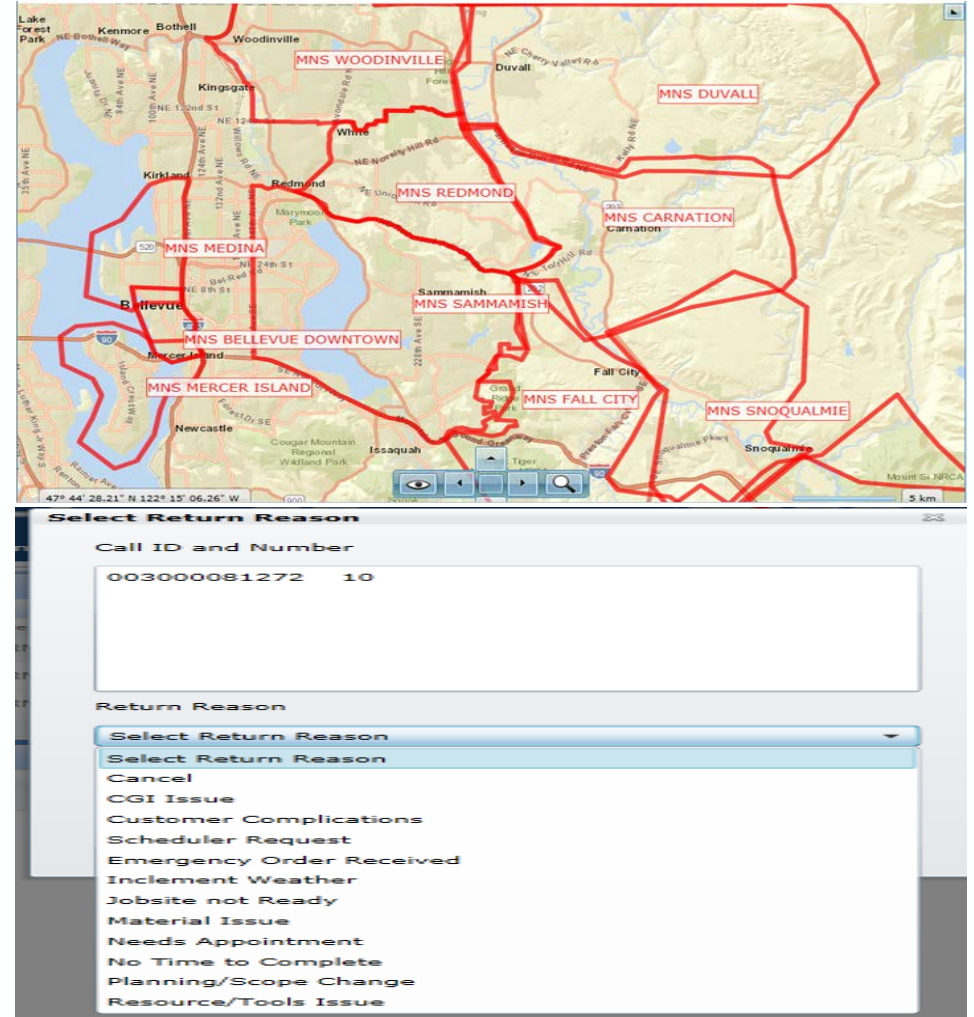
Innovations – ClickSchedule

Polygons for ‘Huddle’ concept

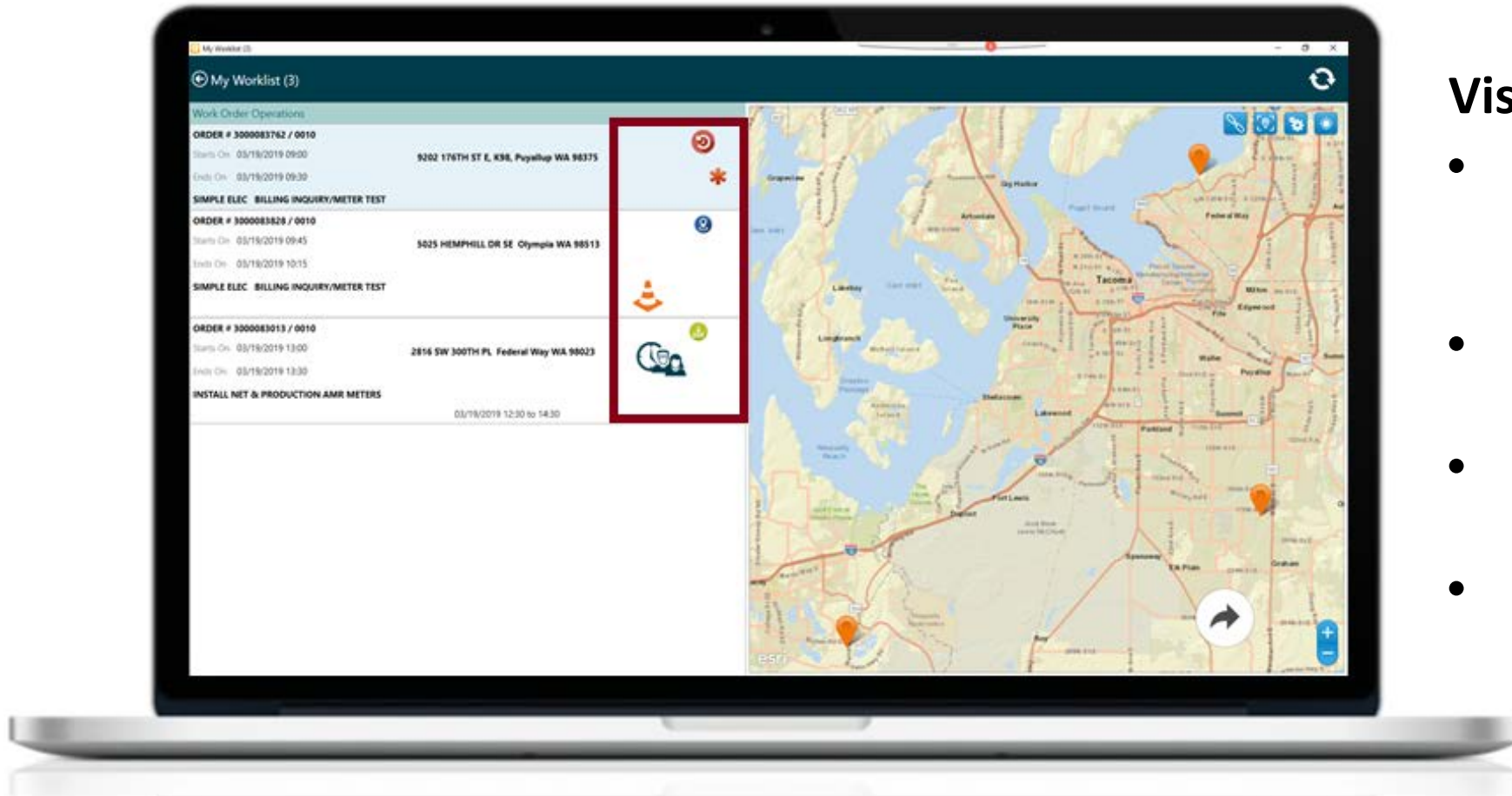
- Mass Assign Polygons to Resources
- View Future Polygon Assignments

Display Return Reason Popup

- New form providing dropdown of reason codes to apply to operation(s)



Innovations – Work Manager



Visual Indicators

- Appointment with Date and Time of commitment to the customer
- Safety Notes maintained for the customer/premise
- Work Order Operation Status
- Local changes

Innovations – Work Manager

Material Detail Summary Form

- Material listed by Work Order number

Material Sorted Summary Form

- Material aggregated to see quantity

Material Summary Form

Material Summary Form

Material Detail Summary List					Material Sorted Summary List		
WorkOrder + Operation	Store Room Indicator	Material Description	Material Number	Quan	Material Description	Material Number	Quantity
3020002418 - 0010	Y	REG 1" X 1-1/4" AMERICAN METER 1813C	7400200	1	REG 1" FISHER MONITOR (627M)	7400202	1
3020002452 - 0010	Y	REG 1" X 1-1/4" AMERICAN METER 1813C	7400200	1	REG 1" X 1-1/4" AMERICAN METER 1813C	7400200	2
3020002452 - 0010	Y	REG 1" FISHER MONITOR (627M)	7400202	1			

Innovations – Work Manager

Screens built for enabling end user to perform the meter install, remove and replace action

Highlights

- Obtain data that is already maintained in SAP with ability to edit if needed
- Capture GPS location of the install

SAP Work Manager 6.4

Meter Electric Install

Location / Installation Details

Connection Object: 8000013446 Premise: 7000010663 Device Location: 6000011259 Installation ID: 5000013116

Meter Details

Serial#: Meter Type: -- Select Meter Type Meter Location: -- Select Meter Location Installation Type: 08-Secondary Above Gr

Panel Size: 20 Voltage: 120 Phase: 3 Multiplier: 1

Location: 0 0 RIC: 41 - Closet Structure Type: Bakery

Reading: 0 Transformer Grid No: 464537-159976

Demand Read: -- Select Demand Read kVARH: -- Select kVARH Demand Scale:

CT Installed: YES CTs Location: -- Select CTs Location PT Installed: YES PTs Location: -- Select PTs Location

CT Serial Number 1: PT SerialNumber 1:

CT Serial Number 2: PT SerialNumber 2:

CT Serial Number 3: PT SerialNumber 3:

Completion Notes:

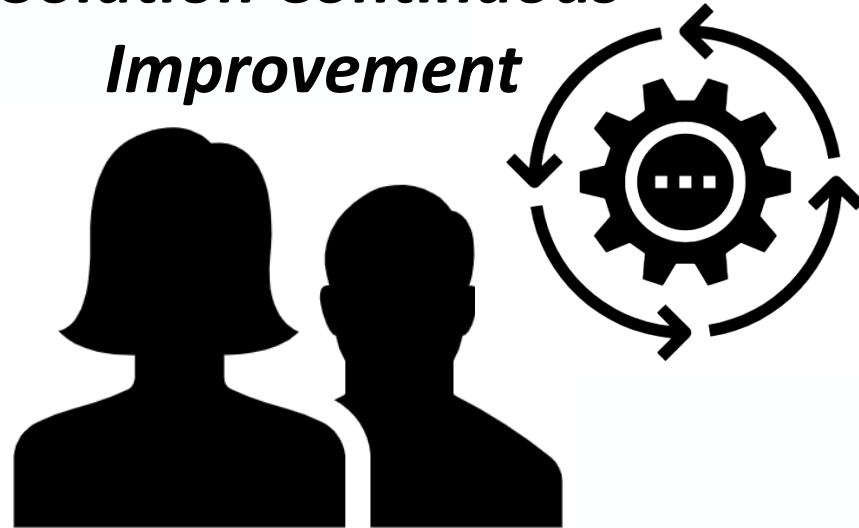
Innovations – Work Manager

Improve overall usability based on feedback from the end user

Scenarios

- Collect Payment Process
- Meter Networking
Services Disconnect Process
- Meter Ops – Meter Action
Completion Process

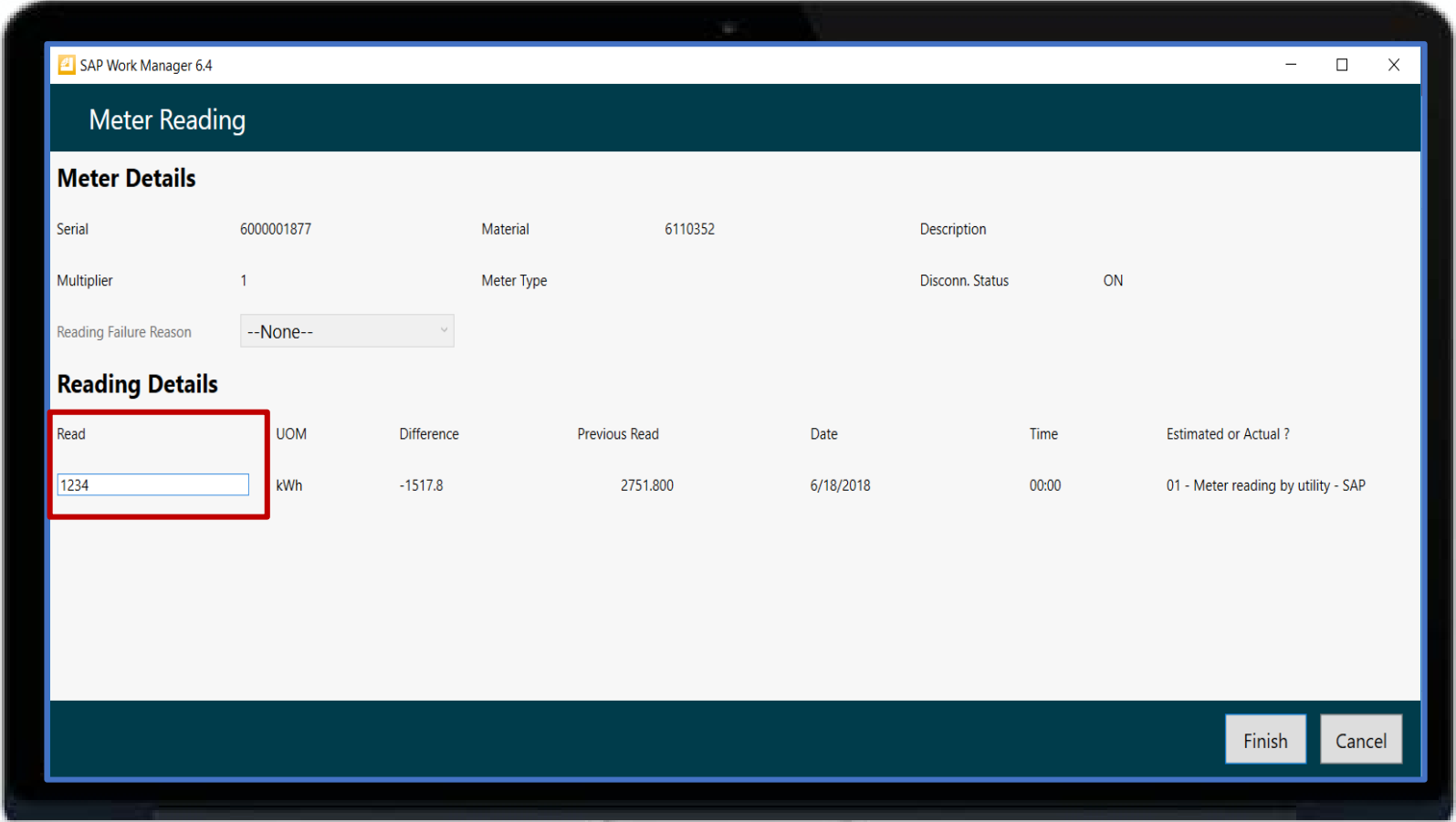
*Solution Continuous
Improvement*



COLLECT PAYMENT PROCESS - BEFORE

Collect Payment Process – Step 1

Take Meter Reading



The screenshot shows the SAP Work Manager 6.4 interface for 'Meter Reading'. The window title is 'SAP Work Manager 6.4'. The main heading is 'Meter Reading'. Below this, there are two sections: 'Meter Details' and 'Reading Details'. The 'Meter Details' section contains the following information:

Serial	6000001877	Material	6110352	Description	
Multiplier	1	Meter Type		Disconn. Status	ON
Reading Failure Reason	--None--				

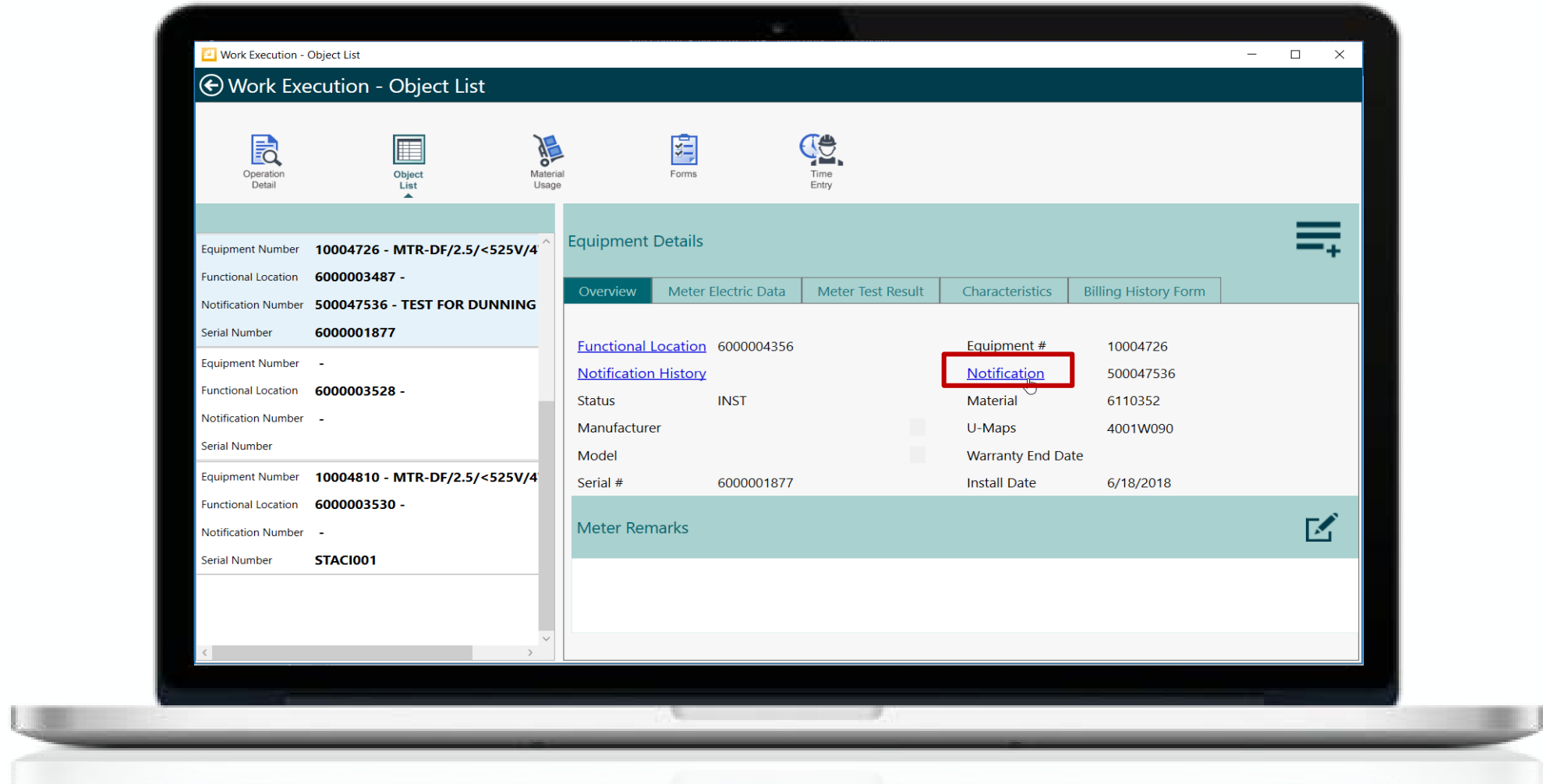
The 'Reading Details' section contains a table with the following data:

Read	UOM	Difference	Previous Read	Date	Time	Estimated or Actual ?
1234	kWh	-1517.8	2751.800	6/18/2018	00:00	01 - Meter reading by utility - SAP

At the bottom right of the interface, there are two buttons: 'Finish' and 'Cancel'.

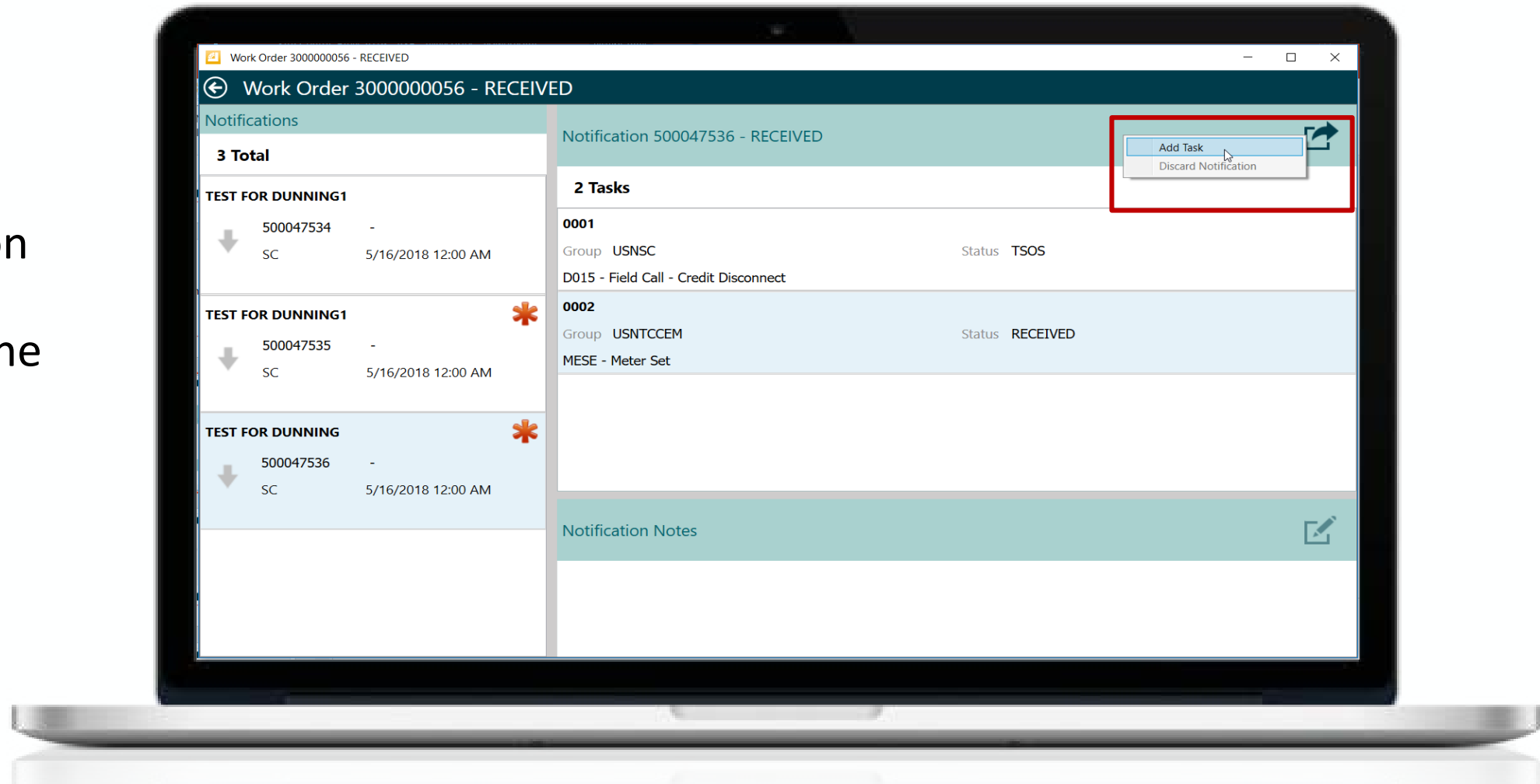
Collect Payment Process – Step 2

Navigate to the Notification Task Screen



Collect Payment Process – Step 3

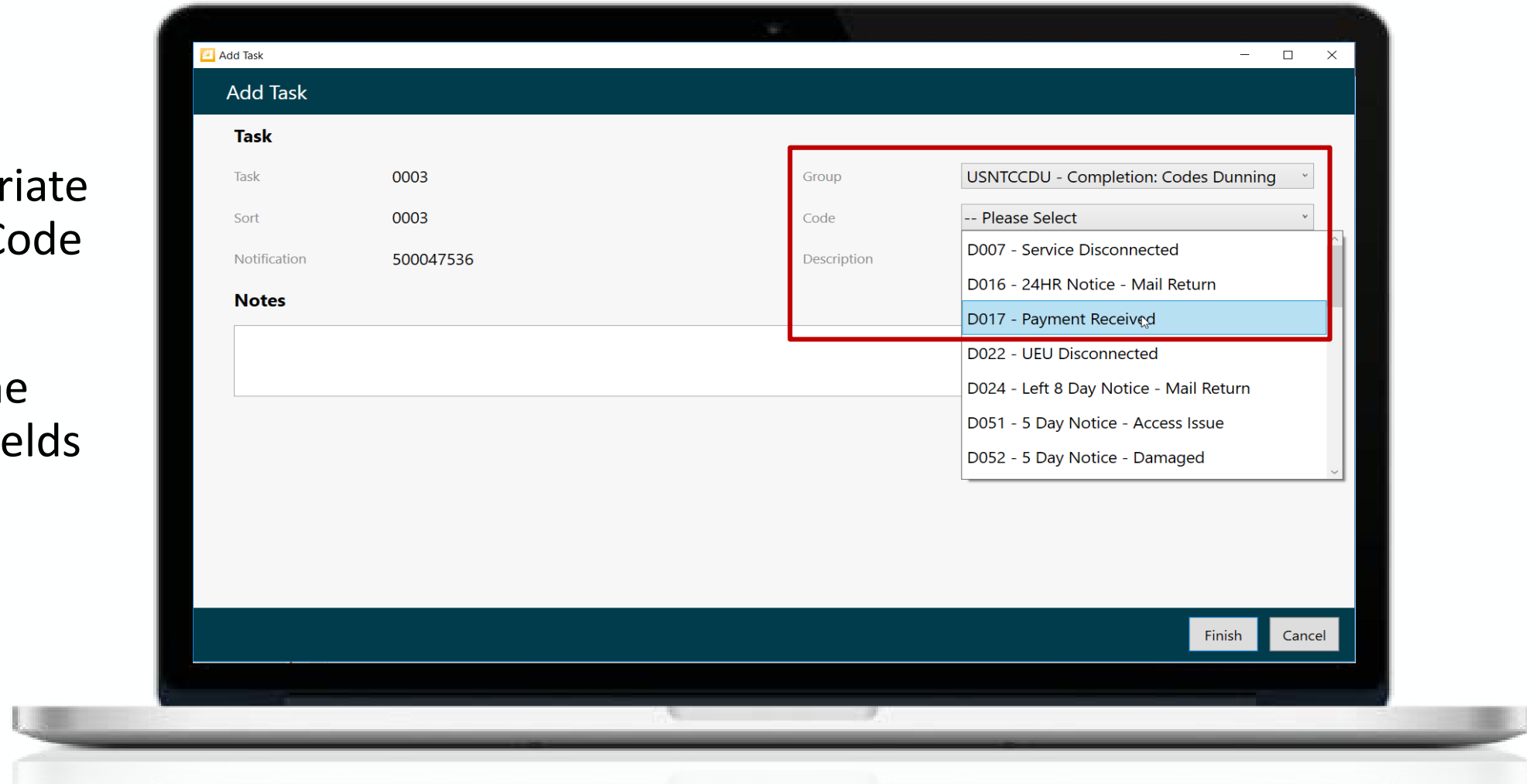
Add a Completion task to indicate action taken in the field



Collect Payment Process – Step 4

Select the appropriate Code Group and Code

This will enable the payment details fields



The screenshot displays the 'Add Task' web application interface. The main form contains the following fields:

Task	
Task	0003
Sort	0003
Notification	500047536

Below the task fields is a 'Notes' section with a text input area.

A dropdown menu is open, showing a list of code groups and codes. The 'Code' field is currently set to '-- Please Select'. The dropdown list includes the following items:

- USNTCCDU - Completion: Codes Dunning
- Please Select
- D007 - Service Disconnected
- D016 - 24HR Notice - Mail Return
- D017 - Payment Received
- D022 - UEU Disconnected
- D024 - Left 8 Day Notice - Mail Return
- D051 - 5 Day Notice - Access Issue
- D052 - 5 Day Notice - Damaged

The 'D017 - Payment Received' option is highlighted in blue. At the bottom right of the application, there are 'Finish' and 'Cancel' buttons.

Collect Payment Process – Step 5

Maintain Payment information

The screenshot displays the 'Add Task' window with the following fields and values:

Task			
Task	0003	Group	USNTCCDU - Completion: Codes Dunni
Sort	0003	Code	D017 - Payment Received
Notification	500047536	Description	

Notes

Payment Collected \$ Payment Type -- Select Payment Type

Amount To Collect 0.00

Account Number

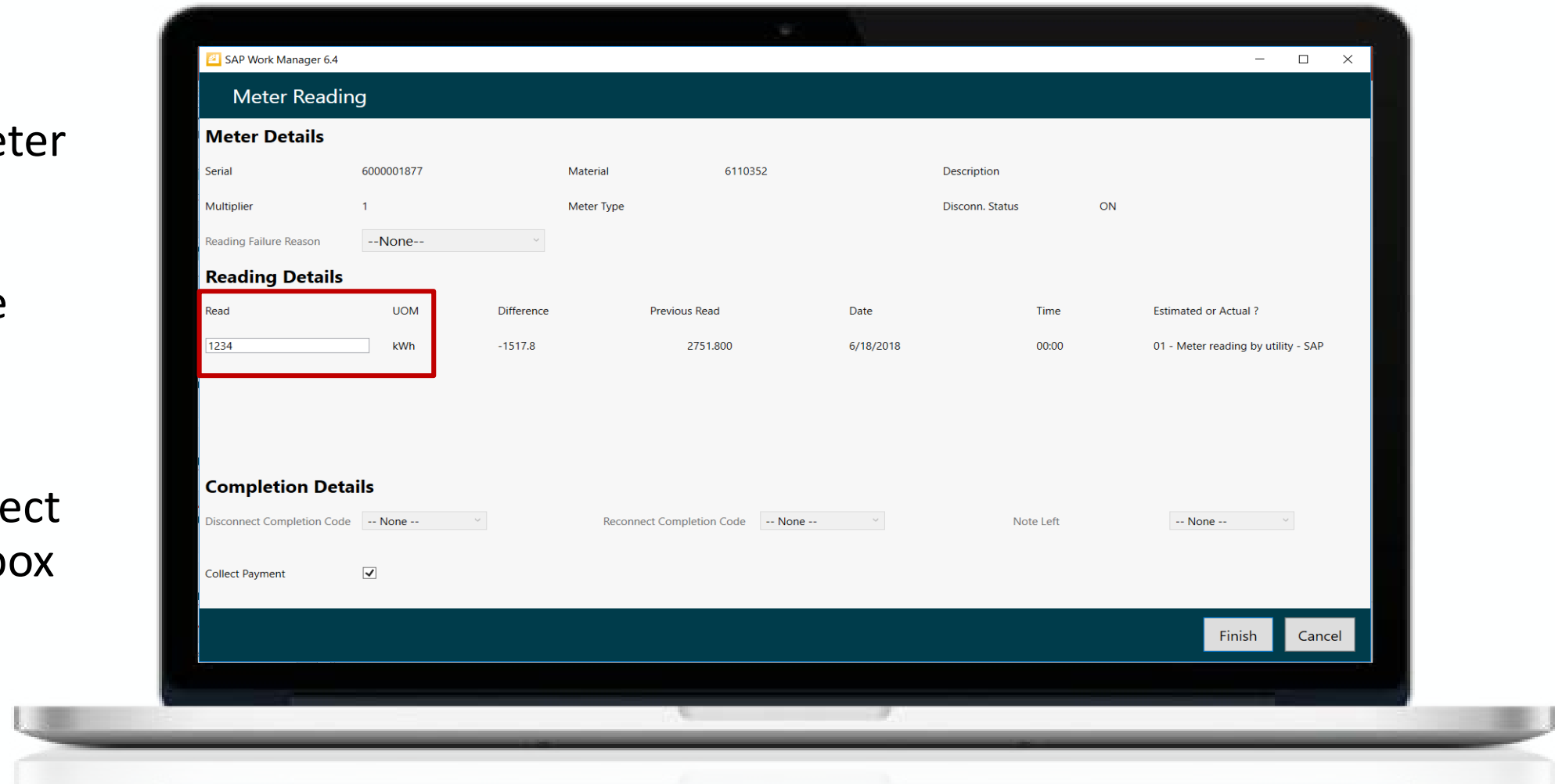
Buttons: Finish, Cancel

COLLECT PAYMENT PROCESS - AFTER

Collect Payment Process – Step 1

Complete the Meter Reading form by selecting the appropriate Code Group and Code

Click on the “Collect Payment” checkbox



The screenshot shows the SAP Work Manager 6.4 interface for the 'Meter Reading' form. The form is divided into three main sections: 'Meter Details', 'Reading Details', and 'Completion Details'. The 'Reading Details' section contains a table with the following data:

Read	UOM	Difference	Previous Read	Date	Time	Estimated or Actual ?
1234	kWh	-1517.8	2751.800	6/18/2018	00:00	01 - Meter reading by utility - SAP

The 'Collect Payment' checkbox in the 'Completion Details' section is checked. The 'Finish' and 'Cancel' buttons are located at the bottom right of the form.

Collect Payment Process – Step 2

Automatically routed to Add Task Screen with prepopulated information

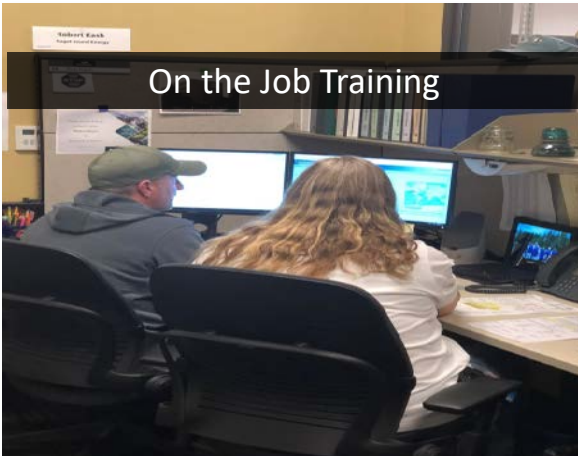
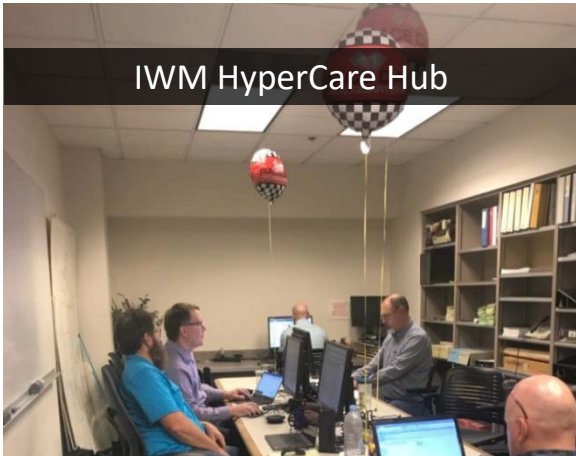
Payment related fields will be enabled

The screenshot shows the 'Add Task' screen on a laptop. The window title is 'Add Task'. The form is divided into several sections:

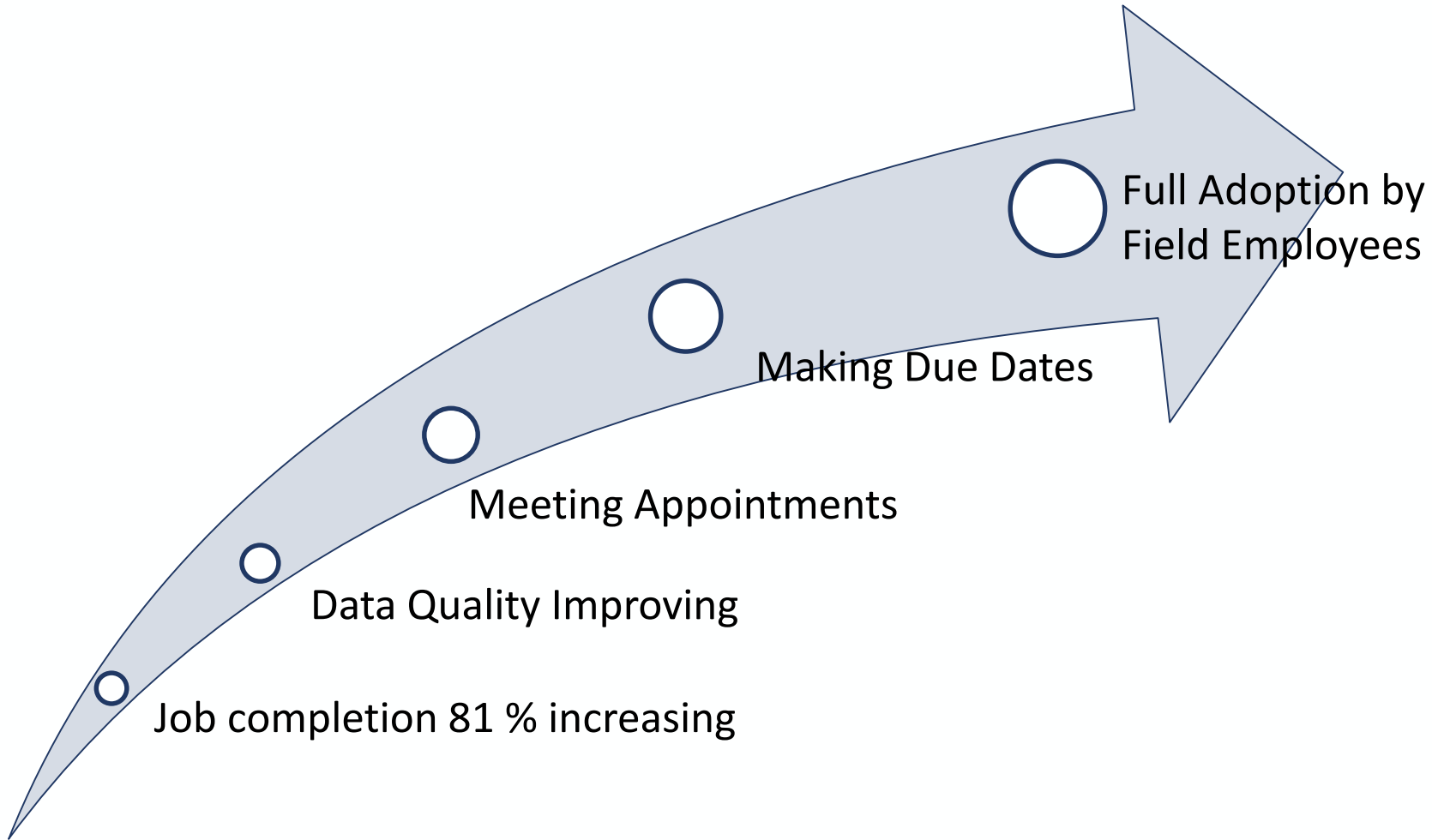
- Task:** Task (0003), Sort (0003), Notification (500047536).
- Group/Code/Description:** Group (USNTCCDU - Completion: Codes Dunni), Code (D017 - Payment Received), Description (empty).
- Notes:** A large empty text area.
- Payment Fields:** Payment Collected (\$), Payment Type (-- Select Payment Type), Amount To Collect (0.00), Account Number.

Two red boxes highlight the Group/Code/Description section and the Payment Fields section. At the bottom right, there are 'Finish' and 'Cancel' buttons.

Lessons Learned



Summary



If Domino's can do it to deliver your pizza, so can we.

I believe this is the right way for PSE to go.



Q&A

For questions after this session, contact us.

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