

ENEL – EORDER

# Standardized management of field activities executed globally



Enel is the largest Italian multinational utility company in the sector of electricity production and distribution, serving around 31 million clients nationwide and more than 65 million in 31 countries worldwide.

## KEY INFORMATION

Industry	Region
Energy & Utilities	EMEA (Romania) & LATAM (Brazil, Argentina, Peru, Chile)
<b>Technician</b>	
5,000+	



The OverIT Next-Gen FSM Platform has also contributed to reaching Sustainable Development Goals like:



Transforming our relationship with the environment requires us to rethink the daily dimension of our lives first and preferably opt for electricity instead of other less efficient energy sources. And if we stop to reflect on how we as human beings cannot survive without electricity, we understand how this form of energy impacts our daily life, even when we perform a simple act, such as pressing the light switch, though obvious as it may seem. But who makes these things happen? It is of course Energy & Utilities companies, which transmit and transport energy, distributing it from power generation plants, through miles of network, up to our homes, hospitals, airports, schools. Enel operates as one of the main actors in such an essential scenario, daily empowering more than 5,000 technicians and managing 12 million work orders per year for our day-to-day life to go on smoothly and naturally.

## BUSINESS CHALLENGE

### Optimizing and managing field activities related to the commercial and technical cycle processes

Managing a 2.2 million km-long distribution network located throughout the world and achieving 86 GW of net installed capacity in power generation plants, Enel is a true strategic player in the electricity sector. It is in charge of planning both the activities to be carried out on meters and the maintenance operations to be performed on technical assets. Such an important responsibility is made even more imperative if we think that over 65 million people rely on the on-time assignment and optimal execution of activities throughout the entire power line to enjoy a decent life, as electricity affects the daily life of all of us, as individuals and companies.

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## SOLUTION

### Enhanced work assignment, planning, and debriefing processes performed globally

With subsidiaries located throughout the world, and more specifically in Italy, Spain, Romania, Colombia, and Chile, the activities related to the commercial and technical cycles and concerning the inspection, maintenance, and failure operations must be promptly scheduled to technicians in order not to cause any disservice or downtime. An efficient planning and assignment of activities, as well as a smooth debriefing procedure to be performed by technicians directly in the field become therefore fundamental aspects for Enel and its workforce to ensure high performance levels and provide continuous and satisfactory service to end users.

- **Third-party integration:**

Integration with external systems, such as SCM for managing order tickets, GESI for scheduling work plans, vehicles, skills, and on-call shifts, MARE for sending maintenance orders, Amazon S3 for saving work attachments, SAP R3 and SAP HR for debriefing purposes.

- **Booking feature:**

Provision of the agenda and dynamic activity scheduling for automatically organizing the user's daily plan. Integration with commercial quality systems to manage appointments and with the external MDM app to fill in data collection forms, acquire the client's signature, and create new modules.

- **Mobile App and work order management:**

Transmission of the daily activities to the technician's agenda accessible via mobile device to display the tasks assigned and enter the hours worked. Integration with third-party applications to streamline the activity execution, such as NetNav to view maps and coordinates.

## RESULTS

Increased resource productivity

Simplified accounting and work debriefing processes

Improved quality of activities and reduced complexity of works

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## SUSTAINABLE DEVELOPMENT GOALS

Generating clean energy from renewables is just the first step for Enel, as its business strategy embraces sustainability throughout every project phase. By adopting actions and best practices to tackle climate change, it encourages the transition towards decarbonization, minimizing the environmental impact while maximizing performance, and brings economic and social benefits to local areas by promoting circular economy. In this way, the energy produced is affordable, sustainable, clean, and accessible to all communities around the world. By relying on cutting-edge solutions, OverIT Next-Gen FSM Platform allows Enel to minimize the environmental impact of activities, optimize the operational efficiency of plants, and ensure a responsible use of resources.