

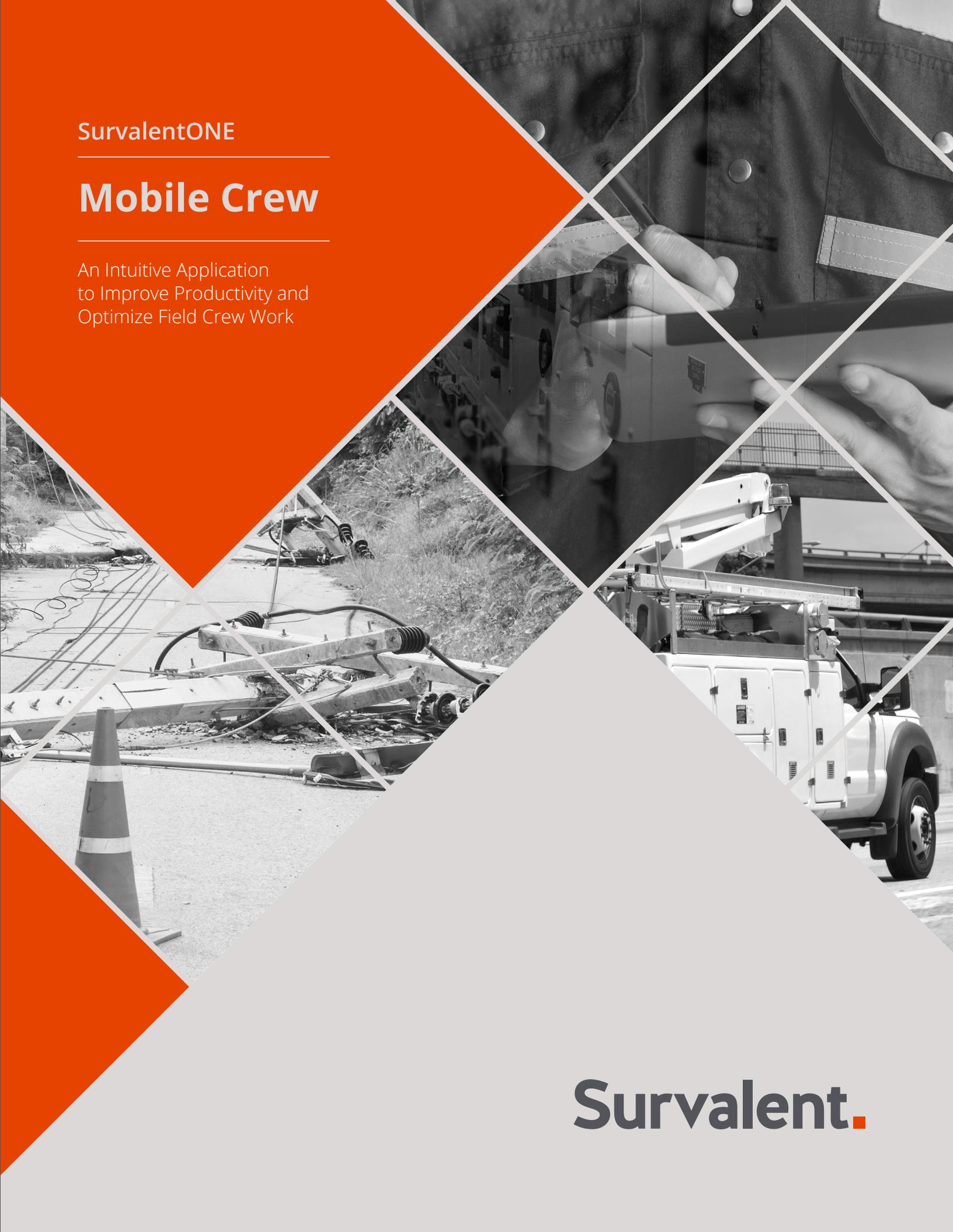
SurvalentONE

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# Mobile Crew

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An Intuitive Application  
to Improve Productivity and  
Optimize Field Crew Work



**Survalent.**

## Ensure a Safe, Coordinated Response to Every Outage

Servicing your network in a safe, efficient manner can be challenging, especially when communication between field crews and the control room lacks efficiency. A steady, two-way flow of information is crucial for making timely, informed decisions and optimizing field crew deployments.

Mobile Crew enables field crews to receive job notifications, view jobs, view the network model and outage map in real-time, create damage reports, report progress, and close job tickets.

Your dispatchers can maintain close contact with crews equipped with Mobile Crew to streamline field operations, improve situational awareness, and ensure a safe, coordinated response to every outage.

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### Manage Outages in Real-Time

Working in the control room with Survalent's SmartVU GUI, dispatchers are able to assign jobs and instantly transmit them to field crews who receive them on their laptops or tablets via Mobile Crew.

The crews can then work through each job, keeping other users in the loop by posting step-by-step, real-time updates in Mobile Crew about start times, repair time estimates, unexpected complications, and job completion times.

Since Mobile Crew provides a current view of the network state, field crews have access to the information they need to effectively solve problems in the field. Conversely, Mobile Crew also acts as a conduit for information coming in from the field, allowing dispatchers to monitor critical situations in SmartVU and, if necessary, offer timely support from any position.

### Restore Power Sooner

Managing outages more efficiently gets the lights back on faster, which makes for happier customers and minimizes financial losses. Shorter outages lead to improved CMI, SAIDI, and SAIFI performance metrics that regulators use to judge your network's reliability.

### Maximize Field Crew Productivity

Mobile Crew allows field crews to be more productive by improving communications with the control room and enabling faster status updates. Field crew have access to work assignments throughout the day, and the ability to manually set the status of non-telemetered devices after they have finished their task, allowing for the status of outages to be restored quicker.

In areas without communication coverage, field crew can use Mobile Crew in offline mode. Changes are automatically synchronized with SurvalentONE OMS when connectivity is restored to ensure all staff have updated information.

## Reduce Costs

The operational efficiencies generated by Mobile Crew result in work being completed faster and with fewer resources. Productivity gains help to lower labor costs, as workers accomplish more during the regular work day and log fewer costly overtime hours. Mobile Crew coordinates field crew activities and provides them with complete information, improving safety and work processes.

## Benefits

- More efficient field crew interaction
- Improved decision-making based on real-time insights into outage situations
- Faster restoration times for a greater number of customers
- Higher customer satisfaction
- Improved performance metrics
- Reduced field operation costs
- Increased productivity of field crews and dispatchers
- Rapid communication of outage and service restoration information to all stakeholders
- Real-time job status updates

## Key Features

- Display of network connectivity model including the status of conductors, switches, transformers and meters, and overlaying OMS information such as outage extent, tickets, jobs, etc.
- Ability to view device tags set by control-room operators
- SMS notifications to field crews for new jobs assigned
- Automatic synchronization with SurvalentONE OMS. If used in offline mode, Mobile Crew saves work locally and then synchronizes with the OMS once the connection is re-established
- Secure authentication (LDAP is optional)
- Automatic Vehicle Location (AVL) system integration
- Ability to ping meters to verify restoration status
- Two-factor authentication available

An easy-to-use interface provides instant access to views of outage cases and assigned jobs in the field and in the control room.



# Control your critical network operations with confidence

With Survalent, you can control your critical network operations with confidence. We're the most trusted provider of advanced distribution management systems (ADMS) for electric, water/wastewater, gas, and transit utilities across the globe.

Over 600 utilities in 32 countries rely on the SurvalentONE platform to effectively operate, monitor, analyze, restore, and optimize operations. By supporting critical utility operations with a fully integrated solution, our customers have significantly improved operational efficiencies, customer satisfaction and network reliability.

Our unwavering commitment to excellence and to our customers has been the key to our success for over 50 years.

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