Leveraging Operational Intelligence to Improve Service Reliability & Customer Satisfaction

Industry: Power

A Power Transmission Company in USA had embarked on a program for operational intelligence to enhance the way it monitors and responds to operational functions that impact these Key Performance Indicators.

Addressing the problems identified needed a combination of skills and experience in Engineering / Utilities domain, Oracle consulting, Business Intelligence, GIS expertise.

Business Challenges

- Management felt disconnected from operational data.
- Lack of access and visibility into key financial performance data, safety and incident reporting, maintenance and reliability data.
- Numerous operational systems lacking integration makes cross-subject area analysis difficult.
- Timeliness and accuracy of existing reporting -- heavy reliance on manual data collection from various sources, and inefficient analysis processes.

Rolta Solution

Rolta could demonstrate its track record of delivering such solutions for enterprise-level integration and analytics. In order to address these challenges, Rolta provided consulting, design, and implementation of a data warehouse and accompanying reporting/dashboard tools to cover multiple complex subject areas, including Safety, Maintenance, System Reliability, Encroachment, and Project Management. The solution leveraged Rolta OneView™ framework to develop a comprehensive solution that provided role-based information to users – from operations managers to CXOs.

Business Intelligence projects are a big investment for organizations and when managed appropriately can provide big returns and big savings. Understanding business intelligence concepts and how to apply them within the process groups will help you manage these projects successfully.

Business benefits and Impact

- Integrated data warehouse resolves problem of cross-subject area reporting and analysis.
- Timeliness and visibility of data for reporting and analysis greatly increased.
- Purpose-built data entry screens improve legacy manual data collection and integration processes.
- Financials visibility provides actionable insight into budget adherence, project efficiency, regulatory adherence, up-to-the-month Budget vs. Actuals analysis along multiple organizational hierarchies.
- Maintenance and Reliability metrics provide work-plan efficiency information, work-force planning insight, abnormal situation and inspection identification details and resolution rates.
- Safety incident visibility gives insight into possible work culture and process improvements.

About Rolta

At Rolta, we envision a better future, and then design technology to create that future. Our innovative IT solutions span various verticals, including Utilities, Transportation, Process, Power, Banking and Insurance. Through our cutting edge software for mapping and earth sciences, we also provide a complete array of solutions for Defense and Homeland Security, including C4ISTAR information systems, Military Communications, Digital Soldier and Vehicle Systems. Our team diligently works to exceed our customers' expectations, and has successfully executed strategic projects in over 40 countries.