



Leveraging Operational Intelligence to Improve Service Reliability and Customer Satisfaction

Industry: Utilities - Power Transmission

Location: Alabama, USA

Summary

The lack of access and visibility into key financial performance data, safety and incident reporting, maintenance and reliability data posed as a major challenge for Alabama Power. The management had to rely heavily on manual data collection and analysis processes, and the organization's numerous operational systems lacked integration, making cross-subject area analysis difficult. Rolta proposed its IP OneView™ based solution for the organization to gain valuable insights into Process Improvement Opportunities through better access to key operational data across business functions.



We knew we had opportunities in our capital construction projects, safety and other areas, but did not necessarily know what they all were. As the data began to flow, we began to see some things. It was a bit like flying an airplane. We'd direct the Rolta team to look over here and look over there, and soon we began to see some real opportunities for improvement.

James Weninegar
Alabama Power

Details of Rolta's solution

- Implemented pre-defined industry data model with over 50 pre-configured KPIs for Electricity Transmission
- Provided a pre-configured data warehouse and proprietary connectors to numerous source systems
- Presented operational data in the form of dashboards, leveraging the existing BI applications
- Integrated Budworks budgeting system and Oracle Financials to complete the reporting picture
- Enabled migration of legacy safety data into OneView™, providing incident tracking capabilities
- Enabled integration of Interruption System of Record (STOMP) with OneView™
- Automated collation of high-priority outages
- Helped unify multiple encroachment tracking source systems
- Established systems for high-priority customer tracking and for relating infrastructure with customers

Key Solution Innovation

Use of TMC Scheduler (Transmission Maintenance Center) - an innovative new tool to address planned outages.

Impact

With its utility domain expertise, Rolta provided Alabama Power with insights in the critical areas of Operations, Maintenance, Reliability, HSE and Projects. This led to opportunities for process improvement, cost reductions and improved risk management.

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.