



TOA Technologies Solutions for Utilities

Smart mobile workforce management solutions to support the next generation of utilities

Utilities are experts on efficiency. However, in this time of significant change for the utilities industry - with increased regulation, continued focus on costs and profitability, as well as growing competition - maintaining efficiencies is growing more complex. Not only are these factors challenging, but all of this must be done without losing focus on the ultimate goal of delivering competitive and cost-effective services for their customers.

To maintain bottom line results in this changing environment, innovative utilities are looking across their organizations for opportunities to increase efficiencies, and many are focusing on their mobile employees. With mobile employees managing issues from system maintenance and repair to Smart Meter replacements, utilities are facing more complexity in their mobile work force management than ever. For this reason, utilities are seeking solutions that will enhance the customer experience while simultaneously optimizing their operations.

TOA Technologies can assist both Network Operators and Service Providers with planning, scheduling and executing all types of work for field employees, and TOA's solution is uniquely designed to address some of the biggest challenges in Smart Meter deployments such as:

- **Efficient deployment of new meters and monitoring equipment**
- **Ongoing maintenance / testing / repair**
- **Effective consumer communication to educate and engage, both before and after the rollout**
- **Coordination of field events (e.g., an outage) with customer notifications.**

Solutions for Utilities

As the industry's only enterprise-level, Cloud-based mobile workforce management solution using time-based analytics and performance pattern recognition, TOA Technologies reduces customer wait times while increasing field workforce efficiency. TOA's ETAdirect solution is a crucial competitive tool for the utility industry, in that it can help both distribution companies and their service providers manage the increasing complexities of operating their business, from system maintenance and repair to Smart Meter replacements. TOA's patented statistical engine analyzes historical performance patterns, overlays skill-set, job history and location to create optimized schedules, and these predictions manage the complete appointment process. With TOA, you can:

- Increase daily job completion rates by **40+%**
- Improve on-time performance by **30%**
- Reduce dispatch staff by **45%**
- Decrease miles driven by **40%**
- Cut overtime by **75%**
- Reduce inbound "Where's My Tech" calls by **50%**
- Reduce wasted truck rolls by **20%**
- ... all while improving customer satisfaction

Solutions:

- **Forecasting**
- **Predictive Planning and Scheduling**
- **Dispatch Dashboards**
- **Predictive Customer Communications**
- **Customer Interaction Management Apps**

Safe, Secure, Seamless Integration

TOA provides a system that is easily configurable, quick to deploy and inclusive of support, software upgrades and maintenance. Plus, with full ISO 27001 compliance, TOA meets the full NERC CIP Cyber-Security requirements, to enhance your ability to comply with all industry regulations. TOA's system integrates with existing back-office systems, and with over 70 successful implementations worldwide for some of the largest and most demanding customers on the planet, TOA's installation teams will get you up and running smoothly.

Improved Economics

TOA's predictive, intelligent, customer-focused mobile workforce management software is a proven solution used by companies worldwide to manage thousands of employees and contractors, making TOA the optimum mobile solution for utilities providers to manage mission-critical field operations. TOA automates Time Of Arrival communications across multiple channels to proactively keep customers apprised of their appointment status, and we deliver unparalleled cost savings by providing on-demand tools for real-time planning, routing, dispatching and tracking of workers in the field. Customers can save an average of \$13 per truck-roll or \$10,000 per mobile employee per year. Additionally, savings of \$9 per inbound call can be achieved through reduced "Where's My Tech Calls". Across a large mobile workforce, these can result in significant savings.

Enhanced Green Results

ETAdirect is a SaaS solution, which means it is a zero-footprint application that supports efforts in reaching your green goals. ETAdirect can maximize efficiency while delivering optimal customer satisfaction. With optimized routing, TOA has delivered 40% decreases in miles driven per appointment and 20% reductions in unnecessary truck rolls for clients. This translates in to substantial savings in gasoline and fewer CO2 emissions.

Powerful Mobility

The ETAdirect Mobility module provides a device and carrier agnostic, Web-based, dynamic, interface for mobile employees to manage work related activities and communications. This includes managing their routes, communicating status in real time, managing truck inventory, and suspending appointments.

Proven Results

With proven results and a 100% track record of delivery, TOA has strong customer satisfaction to the point that every customer who has chosen ETAdirect is still using it. TOA does for field operations what utilities do for their customers every day: ensure efficient, effective deployment and ongoing operations through advanced technology and information solutions.

About TOA Technologies

TOA Technologies is the leading provider of Cloud-based mobile workforce management applications for large enterprises. Its patented platform improves customer service while dramatically reducing operational costs and providing immediate return on investment. As the industry's only solution using predictive, time-based analytics, TOA reduces customer wait times while increasing field workforce efficiency. TOA automates Time Of Arrival communications across multiple channels to proactively keep customers apprised of their appointment status. It delivers unparalleled cost savings by providing on-demand tools for real-time planning, routing, dispatching and tracking of workers in the field. TOA's system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Named a Visionary for three years running in Gartner's annual Magic Quadrant for Field Service Management, TOA Technologies is headquartered in the United States and has offices across Europe. For additional information please visit www.toatech.com.

For more information,
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