NAVAGIS

Google Maps for Work

ORACLE®
UTILITIES

AboitizPower

transforms electric distribution operations

using Navagis GeoSmart

AboitizPower
A Better Future

Headquarters
Manila, Philippines

Industry
Utility

Services Rendered
Power generation, distribution and retail electricity services

Background

AboitizPower Corporation owns, operates and manages various strategically located power generation plants, distribution utilities and retail electricity providers in the Philippines. Aboitiz is the second largest electric utility in the Philippines and one of the biggest users of Oracle enterprise technology in Asia.

Challenge

Aboitiz had deployed Oracle Utilities Work Order Management (WAM) and Oracle Utilities Customer Care and Billing (CC&B) which provided a solid foundation for managing their customers, jobsites, and assets; however, no mapping system existed that could both complement and power their geospatial needs while also being easily deployable to their large end-user base. Aboitiz had spent years looking for a single mapping platform that could be used by the entire company from C level down to design technicians.
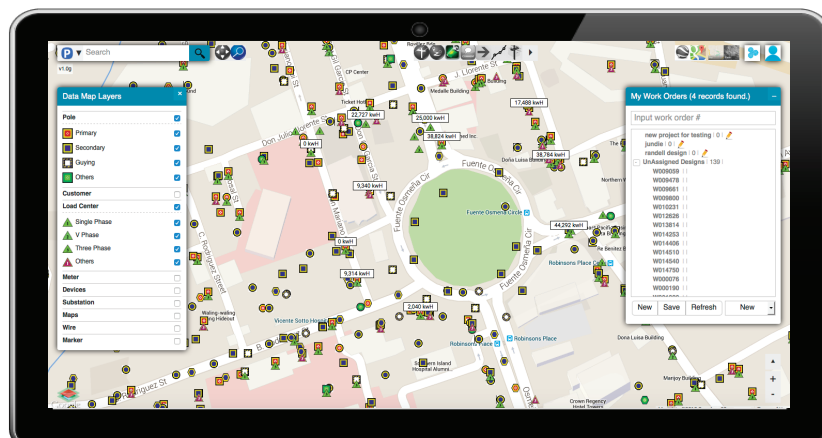
Missing the mapping component, they lacked visibility into both operations and delivery of service. For example, their customer service personnel did not have insight into the location of either planned or unplanned outages; provisioning of services was a five day process to track down information; and there was no easy way to communicate the spatial location of field assets to business users.

GeoSmart for Aboitiz screenshot showing Work Orders from Oracle WAM overlaid on Google Maps and filtered by area

"Navagis' map-based application transformed the entire organization...Adding location context increased efficiency and operational excellence more than we imagined."

- Bong Borja,
VP for IT, AboitizPower

GeoSmart for Aboitiz has powerful asset mapping of massive vector data sets

Solution

Navagis overlaid Aboitiz's Oracle WAM and CC&B data on Google Maps, to produce a single, corporate-wide and geo-enabled view fundamentally changing the way the company conducted business. Leveraging Google Maps for Work APIs and their expertise and existing geospatial technology, Navagis deployed GeoSmart, a map based web application integrating all of Aboitiz's existing enterprise systems into a single visualization platform. Aboitiz business data is now rendered on top of a familiar and intuitive platform allowing for easy visualization of data across all levels of the organization.

Benefits

"Navagis' map-based application transformed the entire organization, from customer service to field operations, with an easy to use platform that maximized our Oracle data. Adding location context increased efficiency and operational excellence more than we imagined," says Bong Borja, VP for IT at AboitizPower.

Navagis GeoSmart brought operational efficiency and process improvement to various aspects of Aboitiz' mission: log and monitor outages, evaluate customers as they subscribe to services, plan and execute maintenance work, measure downtime and system losses, interface with external tools to analyze system load, and detect pilferages.
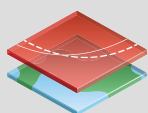
The design process for adding, replacing and maintaining assets in the distribution network has seen improvement in both resolution time and quality while cutting cost. The average time it takes for design has decreased from 24 man-hours to 1 man-hour. Quality assurance processes for design are now completed on the map streamlining the process and allowing error detection before personnel incur costs by going into the field. Data integrity is now easily improved and maintained by visualizing and correcting errors and inconsistencies on the map.

Customer interaction and analysis has also improved. Outage and customer information is visualized and communicated simultaneously to Aboitiz' customer care staff in real time. Payment and application patterns are now spatially analyzed for planning location of collection centers and network expansion respectively. Customer utilization algorithms are analyzed to detect pilferages and prevent fraud saving cost.

Expanding GeoSmart for AboitizPower

In the future GeoSmart for Aboitiz will integrate with other Oracle solutions including Oracle Management Server, Mobile Workforce Management, and Outage Management System modules. When integration with Oracle's MWM is deployed, GeoSmart will also make use of Google Maps' Predictive Travel Time for traffic information, optimum routing and estimated time of arrival. Aboitiz' goal is to further consolidate corporate operations to the single visualization platform, GeoSmart.

NAVAGIS

800.819.7872
www.navagis.com
contact@navagis.com

Google for Work
Partner
Premier

ORACLE Gold Partner

FIND OUT WHAT NAVAGIS CAN DO FOR YOU

Our focus is on empowering companies to leverage the location component of their business data thereby streamling operations, increasing client-reations and consolidating internal user systems. Let us help you geo-enable your data. Our Sales Team will work with you to determine how Navagis GeoSmart can best impact your company. For more information and to see a demonstration of Navagis GeoSmart: contact: sales@navagis.com