

SEDC Current INNOVATIONS

LEADING-EDGE SEDC FEATURES, FUNCTIONALITY & SERVICES THAT GROW YOUR PRODUCTIVITY

See us at NRECA Tech Advantage EXPO • Booth 809

eMobile Efficiency Expands

SEDC's eMobile program allows instant access and real time updates to customer information, right from the field



With eMobile technology from SEDC, Aiken EMC found exactly what they were looking for: a way to greatly reduce “windshield time” and the excessive paperwork their service people were having to produce daily.

Aiken's field service workers had been forced to return to home base by mid-afternoon each day, simply to give themselves time to manually enter data from the day's service calls and installation activity.

But there was loss of efficiency on the front end, too, as dispatching was accomplished as it pretty much always had been: radio calls from headquarters that first located where a serviceman happened to be, then returned them

WHY eMOBILE?

“It's all about looking for opportunities to reduce cost of services to our members.”

—STEPHEN KING
Aiken EMC



Want to know more? Visit www.sedata.com

to base operations to pick up more service orders before heading out again. The time, the fuel, and the low efficiency was costly to the Co-op. It was clear that the area of greatest savings potential were the “meter guys” doing service, collections, connects and disconnects.

Now, instead of shifting people across large geographic areas, Aiken has created a Win/Win: a group of Aiken’s field service reps have been issued laptops (resting safely in vehicle mounts to prevent damage) that create a “wireless bridge” between the trucks and the office. Aiken bought these inexpensive computers to implement and test the feasibility of the system. After about 9 months of using the system, it’s been an unqualified success in saving time and money.

Both Field service staff and office managers get the information they need in real time. Engineered out of this equation? Excessive phone and radio communication... and their service reps can stay out in the field for hours longer each afternoon doing calls, since they no longer need to return to base operations to do paperwork each evening.

SEDC’s eMobile can utilize most public and private wireless communication networks and offers **map-based dispatching**, which provides dispatchers with a graphical view of the orders along with field service workers’ status and location; **street-level routing**, which provides dispatchers and field service workers with directions from one address to another address; and **real-time data access** to orders and system status for field techs.

SEDC’s focus on total system integration means that our members are able to:

- **transmit orders automatically** to the Mobile System from UPN when the CSR creates, modified, or cancels a service order on UPN.
- **see all relevant order data** created on UPN displayed on the Dispatcher & FSR applications.
- **enable FSR’s to initiate real-time requests** from the UPN server while in the field, for current customer account and/or meter information.
- **have CSRs view the status** of the order in the field and communicate updated information direct to their customers
- **verify meter readings** entered by the FSR against data contained on the UPN server in real time.
- **transmit real-time order completion** and cancellation information to the UPN server to provide CIS updates.

For more information about SEDC’s eMobile System or to see a demonstration, please contact sales@sedata.com or call 770-414-8400. ■

eMobile Expands with Field Collections

Many of our SEDC members have taken advantage of the benefits of mobile technology by implementing SEDC’s eMobile Field Management system. This system has provided a paperless, streamlined & real-time process for servicing customers’ needs by giving servicemen instant access to customer information while they’re in the field.

The first quarter of ’08 will see the next great leap for this exciting technology: Mobile Collections. Say goodbye to printed collection cards—this new module will allow users to receive, process and collect delinquent accounts wirelessly with the efficiency currently implemented in the eMobile Service Order module. The Collection module will allow for real-time updating of payments for those utilities that collect payments in the field. The same payment notification integration that exists between payments and collection in SEDC’s **UPN** billing and accounting system flows through to the eMobile Collection module.

Stay tuned for future announcements on betas and release dates for this ever-expanding system. For information on how to get started on eMobile, call 770-414-8400 or email sales@sedata.com.



2100 East Exchange Place, Suite 300 • Tucker, GA 30084
Phone: 770-414-8400 Fax: 770-414-1122

www.sedata.com