



Success Story

Digital Transformation of SECO Energy using FieldOn

A SUMMARY

SECO Energy is one of the largest **electric cooperatives** serving over 200,000 families across seven counties in central Florida. An extensive distribution network requires frequent maintenance and corrective actions.

The SECO team and third-party contractors inspect the assets on frequent basis & takeup corrective actions. On the field, work is measured based on completed work and its time to achieve them.

After all the departments approve the work, a respective invoice is prepared based on the total number of hours needed to complete the task and submitted to accounts team to release payment to the vendors. This activity is conducted every week, and equipment is used and people are accounted for.

It involves capturing work hours by each field crew and the duration of equipment use against a paper sheet and sharing it in the organization across various levels. The accounts/finance team prepares an invoice once approval is received from all departments.

With FieldOn, we have developed an automated system for capturing crew working hours and equipment usage hours on-field, coupled with fully automated approval workflow and invoice generation.



COMPANY BACKGROUND

SECO Energy is a not-for-profit **electric cooperative** that serves over 200,000 Central Florida households and businesses, making the company the third-largest electric cooperative in Florida and the seventh-largest in the United States. SECO differs from other utility companies in that it is a member-owned organization.

In 2015, SECO Energy ranked highest in terms of customer satisfaction among mid-sized utilities in the South. In 2016 and 2017, SECO Energy was rated as the "Highest in Customer Satisfaction Among electric cooperatives" by J.D. Power Electric Utility Residential Customer Satisfaction Study, Power. Consequently, SECO calls three consecutive awards its "Triple Crown."





CHALLENGES FACED

According to the customer, the following challenges exist in current workflows:

Error-prone paper-based data collection

The data collection was mostly done on a paper-driven sheet, which was more susceptible to human error and required multiple checks before confirmation.

Failure to automate mathematical calculations

For the validation and finalization of the invoices, there had to be several mathematical calculations to gather the crew's hours of work and equipment usage. These were cumbersome on paper.

Time-consuming approval cycles

As soon as the information was collected on paper, it had to be signed by multiple authorities at various levels. Transferring these documents among departments for approval and signing is a tedious process.

Unreliable historical data

Maintaining historical data in digital format was crucial for evaluating and planning identical problems and oddly repeated jobs.

THE FIELDON SOLUTION

FieldOn's solution addresses the customer's challenges. Here's how:



Easily configurable forms are a great way to get things done.



Using a mobile form to capture information makes the process easy and saves time.



Self-designed workflows to obtain approvals minimize the time otherwise lost.



Controlling the visibility of information based on roles.



Capturing of data against conditional circumstances.



Concurrent management of devices and users keeps a check.



Access to approval at different levels counts to effectiveness.



Metadata storage for calculating the cost associated with equipment usage.



A detailed log of each activity performed aids better efficacy and management.



Generating invoices automatically solves the problem of longer approval cycles.



Logical and dependency fields to populate the information through the data capture.



Adding mathematical fields to process captured data makes calculations fast and reliable.





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