



SUCCESS STORY

UNIPER

Find out more about Field Services

Power Provider Improves Visibility with Innovative Operations Management

Solution

As a global energy company, Uniper generates, trades, and markets energy on a large scale. It is one of the biggest power generators and distributors of energy in Europe, providing tailor-made energy solutions, comprising both technical and commercial expertise, to customers in more than 40 countries.

With a keen approach to digitalization, Uniper works to simplify many of the complex issues that energy companies face today, but when the company was struggling with an unwieldy services contract, it needed help to take control and improve visibility.

Teaming up with AMCS Field Services offered the perfect solution, enabling Uniper to deploy a comprehensive operations management workflow solution. Thanks to the speed of rollout, flexibility and control of data, Uniper is now fully equipped to support the ingenious Enerlytics engineering services platform that it sells to its customers.

Replacing an Obsolete Database System

In the initial stages, AMCS Field Services, formerly known as Utility Cloud, was selected to replace a legacy database solution. Business Process Improvement Manager at Uniper, Matthew Vas was tasked with finding a better way to manage cost reporting and controls for one of the company's projects, however, like so many initiatives, he had very little time to find a solution.

"I was faced with a tight deadline," Matthew explained, "to see if we could replace part of our old, obsolete Microsoft Access database for cost controls on the development of our services.

"Fortunately, I had already been using AMCS Field Services via their collaboration with a Fortune 50 company and as we were doing a digital project at the time, I decided to delve

further into its capabilities. At this stage, I was familiar with the platform, but didn't know much about its background."

Intuitive Tools for Operations Management

With intuitive tools for operations management, AMCS Field Services software offers the ideal solution for utility companies, allowing them to automate workflows, track asset health, streamline reporting, and, most importantly, stay compliant.

"Ultimately, AMCS Field Services seemed to complement our capabilities perfectly, supporting the entire process," explained Matthew Vas. "And that's AMCS' key strength – they're an agile company. We can work with them in partnership, and not just be a purchaser of their service."

Consequently, the easy to use and cost effective AMCS Field Services platform has proved the perfect complement to Uniper's offering, enabling the team to focus on the development of its successful Enerlytics platform.

Improving Visibility for Reduced Costs

"To say that the system we've replaced is mostly manual is an understatement," commented Matthew Vas. "It was a very slow database and it didn't really do what we needed. Everyone hated it and it had to be re-compacted every day. We've got a developer on-site who was pulling her hair out just trying to keep it running. So it had to go.

"I thought, 'Look this process shouldn't be that complicated. Let's use a software company that's fully supported and can do it out of the box.' We've now got AMCS Field Services working to its strength aggregating the data for us and use Tableau to visualize it. It's a slick solution.

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Uniper's Services Team Lead, Jaz Nirwan, agreed. "We needed to get a very expensive and inefficient contract under control. Our planning side and CMMS still happen in our ERP, but even the data held there is not high enough quality to make accurate decisions. That's something that came out early in our collaboration with AMCS Field Services."

"Essentially, the flexibility of AMCS Field Services shone through for us, and has allowed us to improve the quality of data we enter, as well as making our contract costs very visible. It has been a contract optimization and management application for us."

Delivering Control in a Crisis

Following the success of this services contract management system, Uniper was also able to utilise AMCS Field Services to respond to the COVID-19 crisis. During the pandemic, it was essential to keep national critical infrastructure operational, facilitated largely by regular monitoring of employee health. Simple as this might sound, adapting to rapid changes and rolling a system out at speed required a flexible approach.

Thanks to AMCS Field Services, however, Uniper was quickly able to implement a streamlined solution at the UK's 2,000MW Ratcliffe Power Station. Here, instead of having outer gate controlled health monitoring, the station decided to empower each individual to track their own temperature and O2 pulse, and record symptoms of COVID-19.

To achieve this goal, the site required rapid development of an app utilizing QR codes attached to site passes for login. Once again, AMCS Field Services's core function shone through, with assistance from the company's key assets – namely it's people.

With support from the AMCS team, Uniper was able to develop and deploy the app, along with 600 individual vinyl QR code stickers, in just two weeks. As a result, the site was able to continue operation throughout the crisis while keeping staff safe.

Flexibility for Future Needs

Just as in the company's contract management solution, AMCS Field Services offered the ideal solution to capture and action operations data, with an intuitive interface for ease of use.

Chris Bellaby, Pandemic Co-ordinator at Uniper, admits, not many other solutions would have been delivered on time and within budget in this way. "The flexibility of AMCS Field Services has been invaluable in this crisis." He concluded, "As things are changing so fast, our requirements for health recording have changed at quite a pace. AMCS Field Services has allowed us to make those changes with minimum effort."

With both the contract management and Covid systems deployed to extremely tight deadlines, the versatility of AMCS Field Services shone through, providing rapid solutions that excel in the field, plus a healthy dose of confidence that future challenges can be handled with ease.

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Matthew Vas, Reliability Team Lead, Uniper

To find out how AMCS Field Services could benefit your utility team

AMCS Field Services provides an effective fixed asset management solution for the utilities industry. Whether your utility provides water, natural gas, electricity, or a combination of all three – our software solution provides your team with visibility into field operations, sample management tracking, and the health of your infrastructure.

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