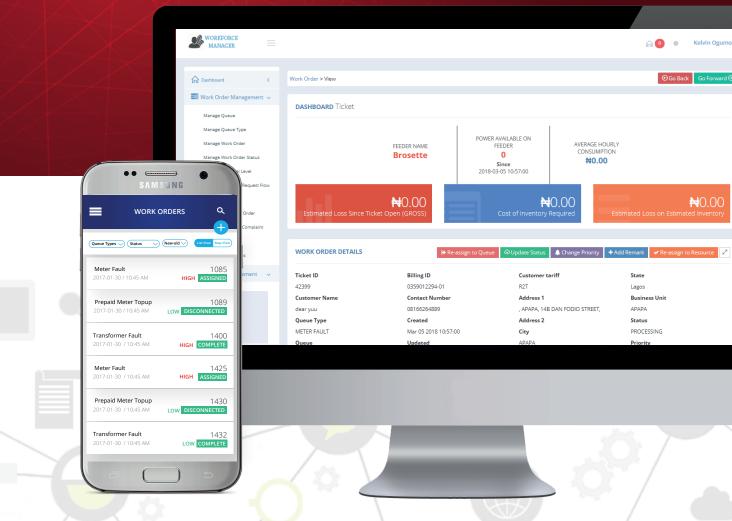
Automate Preventive Maintenance and Fault Life Cycle Management

The key to maximizing return on investments on technical assets in the **Power Sector**





CROWNinteractive

Overview

Poor maintenance of assets and delayed resolution of fault complaints brings about loss of revenue to the business, this impacts the business ability to be effective in service delivery.

Maintenance of assets maximizes asset availability and Utilization, It increases safety and enhances the delivery of power to the customer at an optimized cost.

Managing and maintening assets must include an effective Preventive and Fault LIfecycle Management

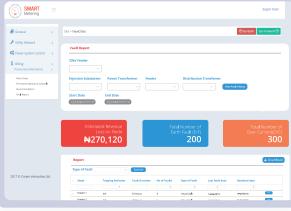
Preventive Maintenance

To provide maximum care for the electrical distribution equipment, the importance of preventive maintenance cannot be over emphasized. Regular diagnostic makes it possible to identify symptoms of an undetected malfunction or degradation in an installation before a fault or breakdown happens.

To carry out maintenance on any equipment, adequate historical data must be available about each equipment.

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- **Preventive Maintenance plan/Schedule:** The plan/schedule for preventive maintenance on equipment will be set up on Energy Management Control Center. Based on the created schedule and approval of the schedule, work orders are initiated from the Energy Management Control Center into Workforce Manager.
- Initiate work orders for any equipment: Work orders can be raised manually from the Energy Management Control Center into Workflow Manager if maintanance for any equipment is reqired, the lifecycle will be manage from the Workflow Manager system.
- Recommend equipment for preventive maintenance: Based on fault history and revenue potentials on equipment, preventive maintenance can be recommended. The recommended equipment are archived for preventive maintenance. An approval of the recommendation will raise preventive maintenance work orders for the equipment.
- Run report on the conditions of the equipment: The report presents the fault history on equipment count of faults, type of fault and findings by patrolling team. Preventive maintenance can be recommended for an equipment based on the report.



Multi Channel Reporting

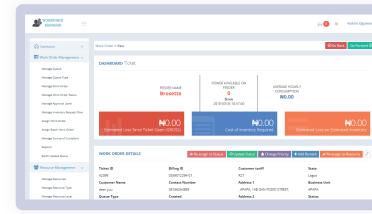
Fault reporting can be done from different channels, channels includes SMS, Self Care, Call Center and Workforce Manager.

After the fault has been reported a ticket is created on workforce manager which generates a unique ticket number for the fault. This ticket has information required to know the correct resources to be deployed.

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The Opportunity Cost

Where a fault has been reported and ticket created for it, that fault should be located and fixed on time. The business loses revenue each day the fault is not fixed. If the cost to fixed a fault is less than the daily expected revenue, it is of great importance that the fault is managed and fixed.



SLA Management

With the right information the personel knows the the qualified and available resources, the resource will be assigned the ticket.

Fault Ticket Assignment and Tracking

Fault tickets raised via various channels into the workforce management system are assigned to an engineer for investigation. These tick ets run a status life cycle from when it comes into the system in 'Open' status, to when the ticket is resolved in 'Closed status' which can be viewed by all with access rights to view fault complaints and monitored by the customer through the self-care application.

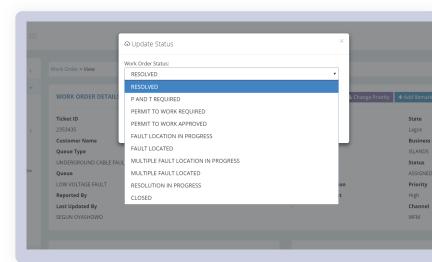
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WORK ORDER DETAILS		🖲 Re-assign to Queue	e Status 🔺 Change Priority 🕈 Add Remark 🗸 Assign t				
Ticket ID	Billing ID	Customer tariff	State				
63085	0121020040-01	R25	Lagos				
Customer Name	Meter No	Address 1	Business Unit				
COLJOHN-OJO L O	7700004312	OSBORNE RD 8 LAGOS (IKOYI) LA	ISLANDS				
Queue Type	Contact Number	Address 2	Status				
TRANSFORMER FAULT	08165981616	City	OPEN				
Queue	Created	ISLANDS	Priority				
FAULT	May 23 2018 15:54:00	Inventory Description	High				
Reported By	Updated	Source of Complaint	Channel				
Last Updated By	May 23 2018 15:54:00		WFM				
Ademidun Adewumi	Inventory Ref						
DESCRIPTION/SUMMARY		UPDATE HISTORY					
Summary							
Burnt Transformer		Work initially reported by: Ademidu	Work initially reported by: Ademidun Adewumi				
Description							
Due to the storm the wires joined together a	nd the transformer exploded.	23 May 2018, 15:54:00 OPEN	🚔 23 May 2018, 15:54:00 OPEN				

Permit to Work

This permit is an approval that allows the Protection and Testing team to visit fault location and carry out technical evaluation on equipment to determine the magnitude of damage on the reported issue.

Protection and Testing

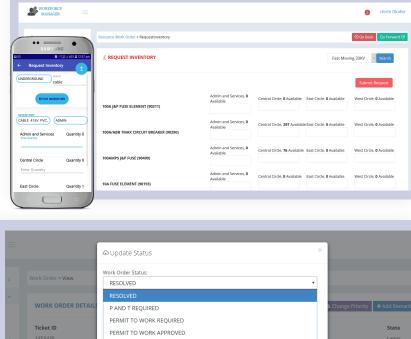
The fault is located and tested to diagnose the equipment on which



complaint was raised and recommendations are made in line with the evaluation. These recommendations are viewed by the Operations and Maintenance department for resolution.

Material Request and Pickup

The recommendations made by the Protection and Testing team are looked into by the Operations and maintenance engineers for repairs on equipment. The engineers give feedback by updating the status of the ticket raised on progress made.



Fault Resolution

The recommendations made by the Protection and Testing team are looked into by the Operations and maintenance engineers for repairs on equipment. The engineers give feedback by updating the status of the ticket raised on progress made.

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		ශ Update Status			
<	Work Order > View	Work Order Status: RESOLVED	•		
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	WORK ORDER DETAILS	P AND T REQUIRED		Change Priority	+ Add Remark
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	UNDERGROUND CABLE FAUL	MULTIPLE FAULT LOCATION IN PROGRESS			Status
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	LOW VOLTAGE FAULT	RESOLUTION IN PROGRESS		on	Priority
	Reported By	CLOSED		ıt	High
	Last Updated By		•		Channel
	SEGUN OYASHOWO				WFM
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ABOUT US

Crown Interactive is a software company dedicated to the provision of innovative business support systems to customer centric organizations.

As a world class indigenous software company our technology road map for the power sector is influenced by the regulatory requirements of NERC and the unique challenges of the Nigerian Electricity Supply Industry (NESI).

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