



gaiaTM

Case Study

How a Leading Private Power Distribution Company uses SmartFeedback to Reduce Power Disruption Time



SmartFeedbackTM

Customer

- Leading Private Power Distribution Company

Challenge

- Monitor distribution supply disruptions in real time
- Enable faster response and service restoration
- Enable improved customer experience

Solution

- Integrated real time monitoring of power
- Get visibility into the last mile operations

Benefits

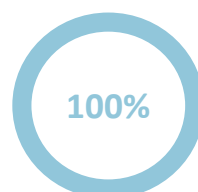
- Provide visibility
- Get alerts on breaches
- Improve response time
- Improve operations
- Faster site restoration

CHALLENGE

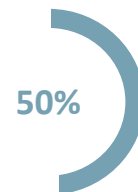
Power Distribution infrastructure does not have inbuilt smart systems to detect outages and disruptions. End customers often have automated power back-up gen set systems, which activate when the distribution power supply goes down. While back-up power is expensive and may be less green, customers may not feel service loss due to disruptions. However, power distribution companies lose revenue whenever power outages and faults occur.

BENEFITS

The Power Distribution company installed Smart Feedback solution at last mile distribution transformers at critical high-profile customer locations in one city to monitor real time power supply and disruptions. Power fluctuations and outages are reported in real time with SMS alerts to local operations staff. The company is able to respond faster and restore services, thus minimizing revenue losses and increasing satisfaction of high profile customers.



Improvement
In Real Time
Visibility into
Breaches



Improved
response to site
breaches

Monitor and manage disruptions in power distribution

SmartFeedback provides site intelligence for power disruptions



Unified Operations Views

Single screen view of national scale operations. Drill down by KPI, city, or location. View real time and historical status on common cloud dashboard.

Real Time Alerts

Real time alerts via SMS enable local operations teams to identify power outages and restore service breaches faster.



Minimize Revenue Losses

Quicker restoration of power through faster fault detection, response, and repair reduces revenue losses.



Improved Client Satisfaction

Faster response and restoration of service creates improved customer perception and increases satisfaction and loyalty.



Unified Experience

Management for multiple sites and multiple clients

- Site Monitoring
 - SmartFeedback IOT devices
 - Power/ Current sensors
 - Distribution Transformers
 - Real time parameter monitoring
 - SLA Management
- Role and Access Based Views
 - Operational Views
 - Management Views
- Site Analytics
 - Real Time and Time Series data
 - Compare sites
 - Monitor breaches and alerts
- Closed Loop Workflow
 - Alerts management
 - API integration into client CRM systems

Monitor

Real Time
Power Disruptions

Generate

Real Time
Alerts on Breaches

Reduce

Critical
Downtime

Improve

Response
Time



Increased
Visibility



Increased
Reliability



Improved
Ops SLA



Reduced
Downtime
Losses

Critical Site Status Management:

Measure . Alert. Track. Raise real time alerts on power disruptions

Additional Monitoring Capability: Load Current, Fault Current, Single and Three Phase, Line Disturbances, Voltage, Power Factor

Last Mile Performance View: Extend data analytics to understand site KPIs such as SAIDI, SAIFI, CAIFI, CAIDI