:TERRANOVA
INNOVATIONS FOR UTILITIES

TWFM
YOUR **CREWS**, OUR **SOLUTION**

TWFM (Terranova Work Force Management) is a powerful and highly versatile workforce productivity and engagement platform that has been especially designed for the gas, electric and water sectors. TWFM gives your organisation greater control over the planning, co-ordination and execution of operations by simplifying complex processes into step-by-step tasks. Our software gives field-based teams the confidence to quickly and accurately complete localised activities, satisfy service level agreements and maintain regulatory compliance. Use TWFM to realise your smart workforce aspirations and bring, lower overheads, greater efficiencies, improved staff engagement, job satisfaction and reduced employee turnover, to help your organisation reach digitalisation and net-zero targets.

KEY COMPONENTS:

The TWFM platform consists of two carefully crafted components that work in unison with each other as follows:

TFSM (Terranova Field Service Management) - is a back office application that simplifies metering and network oriented activity to enable better planning and greater control over the management of these processes. This means that new work requests are easily received and swiftly allocated to on-site teams. Suddenly post-intervention assessments are carried out more efficiently with the support of secure and reliable database updates. TFSM is specially designed to complement TWFA, our highly responsive and reliable mobile workforce application.

TWFA (Terranova Work Force Automation) - this intuitive and versatile mobile application brings automation to field-based activities. Through use of smartphones and tablets, operator engagement and productivity are improved even when there is no internet connection. Also, when connected, communications are accelerated with real-time information exchange between field engineers and control centres. Now field-based teams can easily carry out a variety of predefined localised actions such as safe installation or replacement of domestic meters, integrity checks, asset inspections, and much more.

KEY PROCESSES SUPPORTED:

Meter management - activities include installation, removal, maintenance, reading, integrity checks, leakages, sign off, and others.

Asset maintenance - effectively manage maintenance activities to reduce downtime of your network. Assets include domestic meters right through to regulating stations. Accommodate a variety of maintenance schedules according to asset type with step-by-step instructions and signature collection to signify completed actions.

ADDING VALUE

Multi-service – specially designed for use across the gas, electricity and water sectors.

Different profiles – enhance user experience and improve workflows by tailoring our intuitive and responsive software interface.

Better planning support – your organisation can now collect and monitor all works order requests from one easily accessible and secure location. Capture details relating to what parts, tools, skills and signatures that engineers will need to accomplish the task.

Real-time monitoring – utilise a host of KPI and diagnostic tools such as dashboards and maps (GIS) . This means your organisation can closely monitor activity statuses, operator performance and availability to improve load balancing, visualise deadlines and more.

Empowering teams – increase the confidence to administer and carry out more complex tasks via pre-configured workflows in the form of step-by-step instructions on the mobile TWFA application.

Operational excellence – a wide range of built-in tools help optimise and increase successful on-site interventions such as meter exchange, asset maintenance and other activities. Improve team responsiveness, reduce end user wait times and increase satisfaction levels.

SLA and Regulatory compliance – simplify processes with clear step-by-step instructions to ensure tasks are completed to satisfy service level agreements and maintain regulatory compliance.

System integration – TWFM is easily integrated into existing or complex legacy deployments to support your work order requests.

Native integration - easily integrate with our advanced metering management platform (TAMM) and our powerful field-based information system (Mobile GIS) from our subsidiary Arcoda, to support your digitalisation journey and meet net-zero targets.

CORE FUNCTIONALITY

Process automation - TWFM is process centric meaning that specific functions are available for automating and supporting field-based activities. Services include step-by-step instructions for meter exchange, shut off or removal, and more. Whether these requests arise from emergency intervention, pre-planned maintenance or inspection regimes TWFM ensures that your organisation stays responsive.

Service categories – choose between technical, operational, regulatory, or administrative service types. TWFM has the flexibility to accommodate service configurations to meet organisational or government requirements for quality, SLAs, compensation and others.

Planning - use TWFM to visualise team schedules and activity deadlines and improve coordination of field-based engineers according to competency, create teams on the fly, and manage stand-by resources. This process can also be automated to meet deadlines for maintenance activities the frequency of which is associated with scheduled maintenance or SLAs.

Bulk allocations - bulk jobs such as meter replacement or meter reading can be easily allocated to field-based engineers and efficiently monitored by back-office colleagues. Tasks can be automatically assigned to in-house teams or external contractors according to skills, availability or geography. Also route, material and resource optimisation allows for rapid planning and execution to lower costs.

In-field automation - wherever your team may be, it is now easier than ever to assign orders to their mobile devices for planned and unplanned activities. Task are now simplified via easy to follow step-by-step instructions and upon completion data is automatically captured from the device for billing purposes.

Contractor accessibility - intuitive web portal allows contractors to manage assigned tasks such as maintenance, meter operations and readings, and more. Empower contractors with self-service options to view, interact and organise work assignments, and update progress.

Resource analysis - whatever the task, TWFM can recommend the right resources and tools and also quickly calculate budgetary costs.

THE TERRANOVA WAY

At Terranova we believe that IT should positively enable your business and not impede it. Our expertise within smart grid means that our products and services are best suited to support your business processes. As a leading supplier to the utility sector we take complex processes and simplify them with powerful and highly versatile software solutions.

The Terranova design philosophy promotes the following:

Interoperability – a true vendor-agnostic solution which means your organisation is free to choose the right device deployments and communication protocols. No more worries over procurement constraints or backward compatibility.

Modularity – TWFM is modular in design and highly configurable. This means that it can be tailored to meet your specific business needs as well as making it ideal for integration into complex legacy environments.

Scalability – changing requirements shouldn't mean compromising software performance. Experience the immediate benefits of using TWFM with a small team before gradually rolling out over your entire smart workforce.

Security – TWFM is a highly versatile and powerful software solution which utilises the latest security measures. We work in partnership with one of the world's oldest and well-respected universities to eliminate vulnerabilities. Our advanced cyphering systems ensure that your data is protected. Communication channels are also secured for safer operation of front-end applications and devices. Finally, implementation is highly robust and includes authentication and user profiling.

Find out more about the benefits of partnering with Terranova to improve workforce productivity and engagement, reduce overheads, support your digitalisation journey, and achieve your net-zero aspirations.

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