



SightCall for Power & Utilities

Enhancing Safety and Auditability with Visual Assistance

SightCall, the leading visual assistance platform, empowers Power & Utility companies to deliver better business outcomes and service through live video and digital process automation.

The need for operational resiliency in service delivery has never been greater for power and utility providers. The growing impact of extreme weather events, rising regulatory pressures, and preparing for a low carbon future in an on-demand world are fast-tracking the road to reinvention. Key to succeeding in this ever-changing climate is simplifying and automating workflows, connecting disparate data points, and providing real-time views anywhere in the world. Whether you need solutions for technicians, customers or both, now is the time to start creating digital pathways to a more resilient operation with the power of SightCall.

SightCall helps utility companies save the three most expensive and indispensable assets they have:

Time - through reduced outage times, fewer missed Service-Level Agreements (SLAs) and a decreased percentage of rework, SightCall saves your utility organization from wasting time that could be better spent elsewhere

Cost - by reducing truck rolls, avoiding regulatory fines, and experiencing less customer churn, SightCall helps drive significant cost savings for your business

Knowledge - SightCall allows your utility organization to retain workers and preserve their knowledge for the next generation. Training is enhanced and less experienced technicians can be guided on the job remotely, enhancing safety and reducing the likelihood of accidents occurring

With SightCall's visual assistance platform you can:

Avert Accidents - reduce the likelihood of equipment-related accidents by transforming safety procedures from static, paper-based checklists to interactive, auditable experiences

Reduce Waste - eliminate the time, cost and carbon impact associated with wasted dispatches

Avoid Fines - reduce response times, meet regulatory standards, and avoid fines for late delivery or safety violations

Slash Training Time - capture on-the-job knowledge that can be shared within your organization, improve the quality of your training programs, and ensure all junior technicians have access to a remote expert-reducing the likelihood of safety incidents

Decrease Churn - turn short-term transactions into lasting relationships with value added services that delight customers and foster loyalty

Elevate sustainability efforts and quantify results - reduce CO2 emissions and determine the savings gained from reducing engineer site visits, with accurate metrics and reporting that will contribute to corporate sustainability KPIs



"For a global business, SightCall was our only option, and its capabilities put us miles ahead of our competitors in terms of innovation. When we launched SightCall, it was immediately clear to us how this tool worked and the benefits it offered. Speaking frankly, that doesn't happen often."

A Specialist Engineer from a Global Oil & Gas company

Customer Metrics

50% reduction in truck rolls

81% increase in first-time fix rates

69% reduction in resolution time

41% reduction in training time

Customer Snapshot

With SightCall, one of the world's largest Oil & Gas companies, **saved hundreds of thousands of dollars** in reduced travel costs in just six months, with significant savings realized on every site visit. With other efficiency gains included, these figures are even higher.

Power & Utilities Use Cases



Safety Procedures

Technicians can work through complex and often dangerous safety procedures using digital work instructions from their phone instead of using safety binders and paper checklists. All data captured through these digital and automated workflows is automatically uploaded to work orders in field service management (FSM) systems, enabling enhanced protection from regulatory penalties and fines.

Feature:

Digital flows can easily escalate directly to a live video support session if the technician needs additional help from an expert



Pre-Visit Inspections

Ahead of installing new equipment like smart home automation, remote pre-visit inspections of the customer's home can be carried out. Your team takes photos and videos of the location, asks the customer to prepare the area for the work, and the information captured is sent to your engineering team who can accurately and efficiently understand the job and estimate the time it will take to complete.

Feature:

Engineers can drop AR annotations and tools over real-world objects, helping to brief your customer on what they need to do to get their house prepared for work.



Quality Assurance

Work order data is now seamlessly documented and recorded for internal QA, auditing, and hazard reporting to flag dangers. Routine service inspections are conducted consistently following digitized step-by-step workflows, ensuring the current best practices are employed and with the option to escalate to a live visual assistance session, whatever external disruptions your company may be facing.

Feature:

Ultra HD photos and video recordings during routine inspections can be taken and saved directly within a case file for training, audits, and future reference.

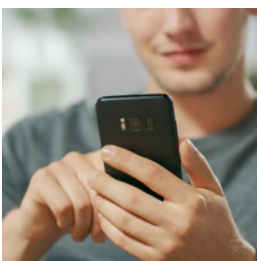


Training

Newer engineers are guided and shown new tasks on jobs, with step-by-step instructions and real-time visual assistance providing an immersive training experience. Valuable data and information from service calls, including imagery and videos, is now retained directly within your CRM or FSM system, and the information used for improved employee training, quality assurance, and future reference out in the field.

Feature:

Multi-party calls are useful for on-the-job peer training for newer technicians, where multiple points of view can help them get to the best resolution, fast.



Customer Self-Service & Troubleshooting

Customers are empowered to complete simple or repetitive tasks, like checking metre readings, with the help of informative and visual on-screen instructions, reducing the need for engineer callouts and providing a quick self-service experience. Customers can also easily report leaks so your dispatch team can review pre-submitted information, assess the severity of the issue, and assign a technician who has the right skills for the job.

Feature:

Customers can share their exact location via SightCall's geolocation feature, allowing your team to know exactly where the problem is.