SEW
SMART ENERGY WATER

SMART MOBILE WORKFORCE

Industry's #1 Digital Workforce Experience (WX) Platform

Mobilize.
Digitize.
Optimize.

Delivering End-to-End Mobile Workforce Experience to Electric, Water and Gas Utilities, Municipalities, Universities, State & Local Agencies, Counties, Smart Cities, Public Sector Units and Non-Profit Organizations
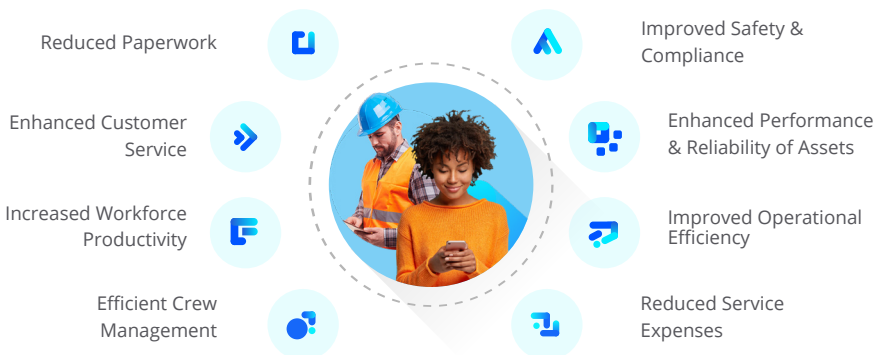
The Undisputed Leader in Digital Workforce Experience

At the heart of digital transformation, global providers are evolving into digitally enabled, customer and workforce-centric organizations. For progressive companies striving to maintain, enhance, and streamline operations while improving the customer and workforce experience- Here comes the industry's trusted and best solution- **Smart Mobile Workforce (SMW®).**

Smart Mobile Workforce (SMW®) is the #1 Digital Workforce Experience (WX) Platform for Providers, worldwide. SMW® helps in intelligently managing the field operations to make the service experiences effortless for the end customers. SMW® provides:

- A **single integrated mobile platform** to increase productivity, efficiency, safety, accuracy, and compliance by enabling real-time two-way communication between utility and its field workers.

- **End-to-end workforce management** with user-friendly interface and real-time updates.

- Continuous **training and learning** opportunities for field workers.

- Enterprise-wide **collaboration** resulting in optimized field operations.

SMW® mobilizes and empowers field workforce to improve customer service levels through faster response to service requests at a lower operating cost. The platform is playing a key role in automating business processes by eliminating inefficiencies, ensuring digital engagement, breaking down operational silos, decreasing manual, repetitive work, and releasing time for more critical, value-creating tasks – which improves productivity and efficiency.

Reduced Paperwork

Improved Safety & Compliance

Enhanced Customer Service

Enhanced Performance & Reliability of Assets

Increased Workforce Productivity

Improved Operational Efficiency

Efficient Crew Management

Reduced Service Expenses

The SMW® Advantage

Work Order Management

AI/ML Scheduling and Dispatching

Assets and Inventory Management

Training and Learning Mgmt.

Timesheet & Expense Mgmt.

Enterprise-wide Collaboration

Meter Management

Online & Offline Mode

AR/ VR Use Cases

Document Mgmt. & Smart Forms

Service Request & Case Mgmt.

Safety and Compliance

Damage Assessment

Storm and Outage Mgmt.

Vegetation Mgmt.

Fleet Mgmt. and AVL Tracking

Tech-En-Route

Field service and Operational AI and Analytics

GPS Route Tracking and Optimization

Inspections and Preventive Maintenance

Driving Industry-Leading ROI Across Field Operations

100%
Increase in On Time Arrivals

100%
Automatic Workflows

90%
Increase in Customer Satisfaction and Experience

70%
Increase in Field Worker Productivity

100%
Reduction in Paperwork

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COLUMBIA

BRAZIL

SOUTH AFRICA

AUSTRALIA

About Smart Energy Water

Smart Energy Water, with its innovative and industry-leading cloud platforms, delivers the best Digital Customer Experiences (CX) and Workforce Experiences (WX), powered by AI, ML, and IoT Analytics to the global energy, water, and gas providers. At SEW, the vision is to Engage, Empower, and Educate billions of people to save energy and water. We partner with businesses to deliver platforms that are easy-to-use, integrate seamlessly, and help build a strong technology foundation that allows them to become future-ready.

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