



Real-time substation visibility starts here.

CLIENT

Leading utility company

USE CASE

Field operations

PRODUCTION

Fall 2024

THE CHALLENGE

During a busy outage season, a leading utility found themselves bogged down with the **inefficient check-in and check-out system** that their crews had to go through when they were on site. These inefficiencies lead to frustrations from both management and their employees when their locations were not always up to date and restoration times began to become inaccurate as crews were not where they were supposed to be.

PERFORMANCE BREAKTHROUGH

The utility implemented Convey's intelligent, two-way SMS solution that is designed for utility operators to monitor and manage field crew presence at substations.

- **Reduced control call center volume:** by dropping call center volume by 80%, staff were able to focus on restoration and other critical operations.
- **Enhanced field safety:** automated reminders and supervisor alerts helped ensure no one is left unchecked, even in remote areas with limited cell coverage. The UI dashboard gave the control center real-time visibility on all their on-site crews.
- **Streamlined implementation:** Convey's cloud-based platform was easily scalable and quick to deploy. Following training, crews were checking in via SMS in just two weeks.



Field worker interface

ABC Utility

Enter cher

SB

ABC

You are requesting access to Cherokee. Is this correct? Reply **Y** for yes or **N** for no.

Y


SB

ABC

You are now logged into Cherokee. Remember to text **EXIT** upon completion of work.

Safety, transparency, and efficiency to every substation visit

By simplifying the check-in and check-out process for their crews, the utility was able to create a streamlined process that eased the burden for crews, the control call center, and management. By reducing manual processes and providing real-time visibility with automated dashboards, the utility was able to enhance crew safety and deliver a better customer experience.



CHECKED IN	CHECKED OUT	REPORTS			
Check in time 8/7 12:30 PM 8/7 2:45 PM	Substation WSTC5 WSTC8	Name Ian Jones Nicole Lewis	Mobile89107189	Region Central Mountain	Exit time 8/7/ 1:45 PM 8/7/ 8:32 PM
SUPERVISOR					
Larry Holmes <div> Comment 08/08/2025 9:22 AM <div></div> </div>					

Call center interface