Digitising for quality, speed & productivity in Energy Services

vyn
SmartVideoNotes

Smart video-enabled knowledge base

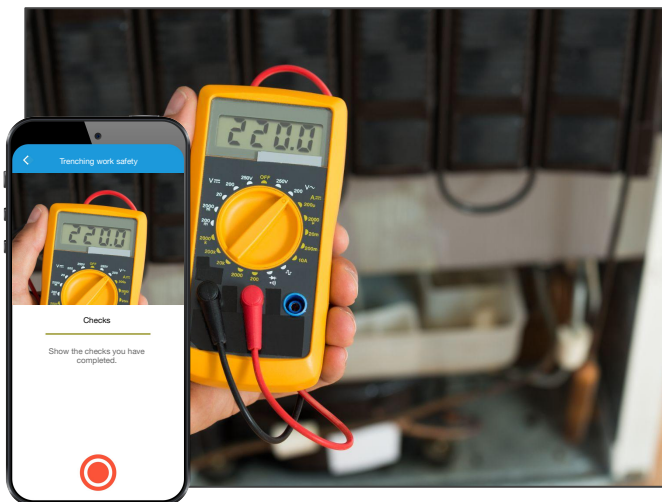...to enable digital upskilling, remote supervision and asset intelligence for a global energy services provider

The Challenge
Need to reduce field costs & create capability for remote supervision

Limited visibility of interventions in the field by 3rd party service providers & lack of timely information on failure reasons resulted in higher costs.

Our client, a global electric utilities company, sought to improve service quality and customer experience for their energy services division.

Their aim was to build a digital, searchable knowledge base to enable a "right first time" culture and improve the quality of interventions.

> *"Vyntelligence has delivered 5x ROI and NPS is up 20% in the first 8 months. By continuing to harness the power of digital video evidence and Vyn's AI-enabled prioritisation for our operational teams, we expect to double that ROI in year 2."*
>
> *Pedro Ribeiro*
> *Director, EDP Comercial*

The Solution
A smart digital platform for better visibility and continuous improvement

Vyntelligence simplified & digitised the Diagnostic and Job Completion reports by re-imagining data capture & flow for faster actions.

- A rich multimodal guided mobile-first data capture with secure access & offline capability

- Two-way collaboration with image annotations for easy contextual troubleshooting

- AI-enabled auto alerts on quality & complexity of interventions shared with the right teams

- Real-time dashboards to track and remotely audit jobs in the field to prescribed standards

Simplified, digitised, searchable knowledge base

vyn
SmartVideoNotes

The Outcome: Data-driven intelligence & faster, high quality searchable knowledge base of field interventions

Reduced field service costs
Visual evidence on customer issues has created systemic improvement opportunity for avoiding unnecessary visits in over a third of the cases.

Improved customer experience
With better first-time right behaviour and data-driven intelligence of customer issues, the field teams were able to 'close the loop' with better evidence.

Improved upselling opportunities
Automated alerts on the repair status of customer assets, new upsell revenues were identified in a tenth of the cases.

Driving better asset intelligence
With continued use of Vyn, updated asset data is creating new business streams & better workforce mobilisation.

Delivering the change to build sustainable innovation using AWS
Data-driven intelligence and rapid digitalisation of analog processes

Developed and Hosted on AWS

AWS best practices for infrastructure-as-code and safety-by-design are put in place to deliver enterprise grade security, data protection, availability and scalability; ensuring a high level of service assurance using AWS operational monitoring

Full range of capabilities in use across solutions

The full AWS suite of products from S3 to Quicksight for access management, encryption, networking, communication, video and data processing, training and running AI/ML models, data visualisation and reporting are used to their full potential

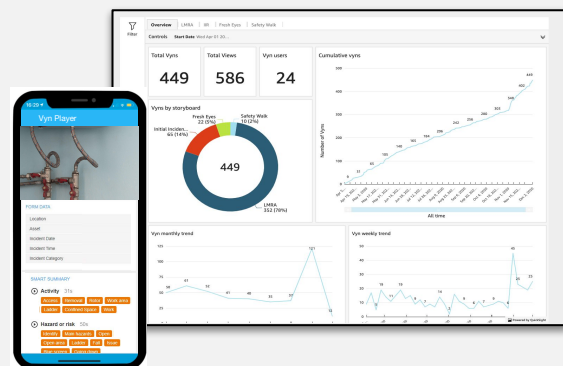### Integration with existing Enterprise Systems

API gateway, AWS Lambda and other serverless technologies are deployed to provide cost effective, yet highly scalable, solutions for integrating Open APIs into a wide range of commercial or proprietary enterprise systems

High Operational and Data Security Compliance

High operational and data security compliance requirements are met for even the most demanding large enterprise applications thanks to AWS' leading support for DevOps, software deployment, infrastructure as code, role and policy-based least privilege access control

About Vyntelligence

Vyntelligence provides category-defining Digital Solutions for transforming complex Analog Work. It gets the work done - simply, quickly, and effectively - helping to achieve sustainable innovation. We empower your frontline workers, customers and back-office personnel to make early decisions using Smart data capture and AI-powered insights using our pioneering SmartVideoNotes. Our patented AI-driven technology is designed to enable businesses to rapidly deploy new and differentiated solutions with an eye for outcomes.

Want to find out how Vyntelligence can help?
hello@vyntelligence.com

Capture. Connect. Close the loop.