Smart Grid Maintenance Management

Enable Utility providers to enhance customer experience through Augmented Reality and Smart Devices

Proactive case management triggered on basis of predictive insights generated from sensors

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Industry Problems

- High maintenance management costs
- Power outages causing significant impact on Industrial output
- Stricter norms on Greenhouse gas emissions

The Cognizant Solution

- Proactive case management triggered on basis of predictive insights generated from sensor data helps in mitigating unwarranted Power Outage
- Data received from sensors (Tilt and Temperature) provide visibility of case status to all stakeholders and thus optimizes the maintenance management work schedule
- Appian's decision management rules recommend next best action and helps in task planning

Key Features of the Solution

- Augmented Reality helps maintenance personnel in sourcing relevant details about the defective component (viz. parts of a transformer, transmission tower)
- Image Analysis provides first-hand information about a damaged structure and helps the crew to action accordingly
- API integration with weather sites provide proactive alerts on transmission towers/transformers located in sites where probable damage is expected
- Variance in Sensor data trigger automatic case creation and routing
- Auto filled case details help case reviewer in better first hand analysis and plan out next step of action

Key Solution Benefits

- Reduced maintenance management operational costs

- Augmented reality optimizes personnel productive time by ready availability of data on component's damaged parts

- Real time status updates from IoT Sensors provides visibility to all stakeholders

- Predictive Analytics help in mitigating unwarranted power outages

- Analysis of unstructured data (images) provide relevant firsthand information on structural damages and helps in case processing

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