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
**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

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**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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**About Cognizant**

Cognizant (Nasdaq-100: CTSH) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant

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