

# Central Hudson Gas & Electricity Centralizes Dispatch Operations and Streamlines Service Routing and Scheduling

## The Challenge

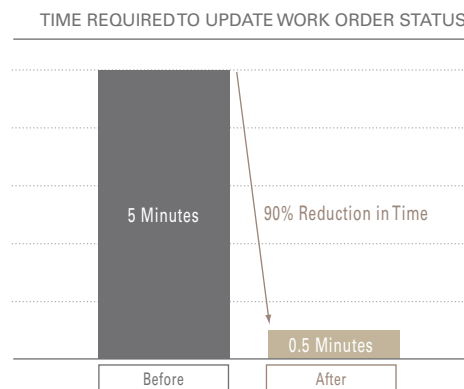
In an effort to streamline and standardize operations, Central Hudson Gas & Electricity (CHG&E) wanted to merge five regional dispatch centers into one central location. The utility company also wanted to boost productivity and improve customer service by improving the way it scheduled service appointments for both regular and emergency field work. Burdened by a homegrown, mainframe-based system, CHG&E relied heavily on radio dispatchers and paperwork to capture information and manage service calls. CHG&E required a solution that would:

- Provide real-time updates on work orders from the field using mobile workstations
- Schedule work orders more efficiently based on location, priority, and planned duration
- Accommodate appointment types and schedules according to planned resource deployments to reduce response times to customer service requests
- Eliminate the need to search through paperwork to reconcile and close work orders
- Ensure CHG&E would meet its aggressive goal to exceed a 98% customer satisfaction level

## The Solution

CHG&E implemented its first workforce management solution from Oracle in 2003 to consolidate its dispatch centers and realize benefits from improved scheduling. In 2008 it upgraded to Oracle Utilities Mobile Workforce Management Version 1.5 to become the first utility to implement real-time scheduling and optimization. With its most recent Oracle Utilities Mobile Workforce Management upgrade, CHG&E moved to real-time work-order scheduling, allowing it to immediately adjust schedules for new orders and “drip feed” optimized work orders to field technicians. In addition, CHG&E plans to leverage Oracle’s functionality for meter management, crew management, and asset management. Other key features and benefits of the solution set included:

- End-to-end, real-time integration of work order updates from field workers to dispatchers and customer service representatives, which reduces the need for radio and telephone communications and eliminates miscommunications
- Street-level routing of field workers to minimize driving time, which maximizes productivity, reduces fuel expenses, and increases the expected lifetime of service vehicles
- Digitized and pre-populate forms to reduce the time required to fill out and compile information to produce reports and ensure that orders are accurately completed
- Increased number of appointments field workers could handle per day by allowing for more flexible appointment times
- Increased visibility into worker productivity by measuring work efficiency and duration to drive operational improvements



HEADQUARTERS: **Poughkeepsie, NY**

FOUNDED: **1900**

INDUSTRY: **Utilities**

REVENUE: **US\$782 million**

EMPLOYEES: **831**

### HIGHLIGHTS:

#### Goal

Consolidate regional dispatchers into one center, improve scheduling and routing for service workers, and improve customer experience by ensuring prompt appointments and real-time updates during emergency situations and outages.

#### Solutions

- Oracle Utilities Mobile Workforce Management

#### Results

- Consolidated five dispatching centers into one
- Reduced travel time by 10% by automating and optimizing routes
- Increased service-worker productivity by 10% through efficient scheduling
- Shortened average time between appointment scheduling and service visit from 1 month to 1.5 weeks

**“With our new workforce management solution, we can now adjust schedules in real time, making our service teams more productive and providing a higher quality of service to our customers.”**

TIM SCOTT  
PROJECT MANAGER, CENTRAL HUDSON  
GAS & ELECTRICITY