

**CASE STUDY****ENERGY AND UTILITIES:  
CATALYZING EFFICIENCY FOR  
RANDOLPH EMC'S****Client : Randolph EMC****Country : USA****Industry : Energy & Utilities****Overview**

Randolph EMC is an electric utility provider based in North Carolina, responsible for supplying electricity to various areas. The company manages assets across multiple locations and has been facing challenges in efficiently maintaining and managing these assets. In the past, they heavily relied on paper-based methods to capture Field Asset data, which proved to be inefficient. The company's goal is to streamline its processes and improve asset management for better overall performance.

**! Problems:**

- 1 Reliance on third-party vendors for inspections
- 2 Managing biannual inspections for 62K poles
- 3 Random and inconsistent meter inspection process
- 4 Absence of a centralized platform for inspection management
- 5 Reliance on manual processes for data collection

**Business Challenges:**

- Delayed identification and resolution of pole defects
- Lack of real-time monitoring for outages and blinks
- Difficulty tracking historical inspection data and trends
- Ensuring quality control and regulatory compliance
- Inefficient resource allocation and utilization



## Solutions:

- ✓ Implement a **centralized digital inspection platform** for the management of pole and meter inspections.
- ✓ **Integrate IoT devices** for **real-time monitoring** of outages and blinks.
- ✓ **Store inspection data** securely on the cloud for easy sharing and collaboration.
- ✓ **Maps** to locate the assets and fieldworkers
- ✓ **Forms** to create and manage service requests



## Business Outcomes:



Enhanced **inspection efficiency and resource allocation**



**Prompt responses** to outages and blinks through **real-time monitoring**



Improved **accuracy and integrity of inspection data**



Proactive **prevention of pole defects and meter anomalies**



Easy access to older inspection data for **data-driven decision-making**



Actionable insights and **customizable reports**

Contact us for more information  
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