

## SOSMobile Case Study: Marblehead Municipal Light Department

### SOSMobile's Role in Helping One Small Town Electric Company Eliminate Paper

When Marblehead Municipal Light District (MMLD) in Marblehead, MA temporarily moved their offices in 2016 to accommodate an extensive renovation to their historic headquarters, it underscored a problem - accumulating stacks of paper in the form of job briefing reports, work orders, trouble reports, inventory sheets, work requests, Dig Safe notifications, etc.



Andy Hadden,  
Former GM

"I understood that both Groton and Middleton Electric Light Departments were successfully using SOSMobile by InsightAtlast to automate many of their processes," stated former General Manager Andy Hadden. "I knew it was time to contact them - we sure didn't want to add to the paper stack for the post-renovation move!"

MMLD chose to run SOSRemote - the SOSMobile module for field devices - on Samsung Galaxy tablets that they acquired through Verizon. They also chose to go with InsightAtlast's hosted option for the SOSMobile Server software.

"Hosting ensures the server software is always up-to-date, the data is regularly backed up, and no technical resources are required on our end," said Hadden. "For the price it was a no-brainer."

InsightAtlast worked with MMLD to understand their processes and configure SOSMobile to suit their particular needs. Their field crews adapted quickly to the new technology. And as the office became more familiar with SOSMobile's many features, they discovered additional ways it could streamline their operation - like with its reporting capabilities and its ability to automate their Dig Safe process.

Since SOSMobile continually evolves to keep up with industry changes and emerging technologies, future innovations are assured.

*"SOSMobile has been a great investment for MMLD. And InsightAtlast has provided superior support every step of the way. Whatever the issue, they provide a lightning fast response and resolution."*

~ Bill Jackson  
Manager of Distribution



#### Quick Facts About MMLD

Meters: 10,500 / AMI

Employees: 23

Field Technicians: 8


Started Using SOSMobile: 2017

Remote Devices: Android Tablets

#### SOSMobile Modules Used:

- SOSMobile Server (hosted)
- SOSDispatch
- SOSRemote on Android Tablets
- SOSMobile's Email Monitor

#### Key Benefits Gained:

- Electronic Job Briefing Reports ensures no loss of paperwork and OSHA compliance.
- Collecting stock used in the field allows real-time inventory counts and better management.
- Entering employee time and truck time in the field means more accurate data.
- Saves time and greatly improves efficiencies in the overall work order cycle.
- Automatically turning Dig Safe notifications into electronic orders greatly facilitates assignment and tracking. 



**SOSMobile**<sup>TM</sup>  
by InsightAtlast

Field Force Automation Made Easy  
[InsightAtlast.com](http://InsightAtlast.com)



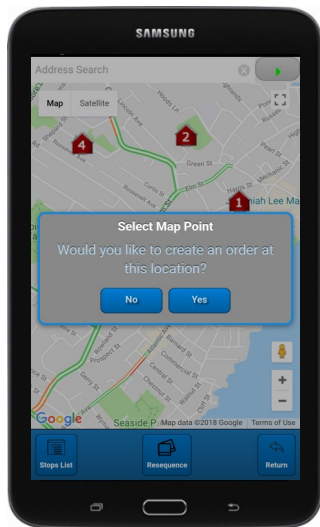
## More on how MMLD uses SOSMobile.

Before implementing SOSMobile, MMLD was creating orders manually on paper and passing them out to the field workers. The workers would return the completed paperwork, where office personnel would have to decipher handwriting and update the appropriate system or spreadsheet.

50-0000001325	LOCATE	COMPLETED	MARBLEHEAD	44	REMOVE/REPLACE SHARED
50-0000001326	TROUBLE	COMPLETED	MARBLEHEAD	36	Trouble Report: Report
50-0000001327	WORK REQUEST	RECEIVED IN FIELD	MARBLEHEAD	34	Work Request: Street Li
50-0000001328	WORK REQUEST	RECEIVED IN FIELD	MARBLEHEAD	34	Work Request: Remove
50-0000001329	WORK REQUEST	RECEIVED IN FIELD	MARBLEHEAD	34	Work Request: Please t
50-0000001330	WORK REQUEST	RECEIVED IN FIELD	MARBLEHEAD	34	Work Request: Change o
50-0000001331	SERVICE ORDER	RECEIVED IN FIELD	MARBLEHEAD	34	Service Order: Recopy

Color-coded orders in list format on the SOSDispatch application.

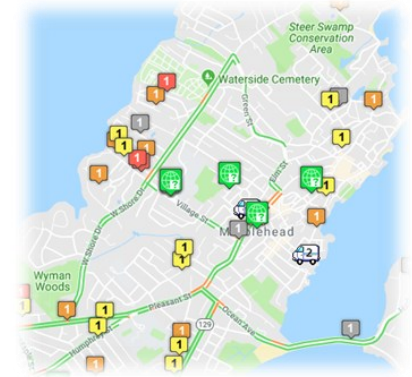
Now the paper orders are electronically created and sent to the field devices.



Creating order from route map

When the order is closed, all entered information such as stock used, crew member time, description of work completed, etc. is transmitted to the office.

MMLD particularly likes SOSMobile's ability - via its Email Monitor - to create electronic orders automatically from what can be up to 20 Dig Safe notifications per day. These orders are then assigned and closed in the field just like the others.



The office can assign orders from a map or list view and see their field resources at a glance.

The crews have the ability to create new orders in the field on their Android devices. This ensures time and material is logged and available to office personnel.

Orders can be created in multiple ways - even by pointing to a spot on their route map.

Job Briefing	
Potential Proper Grounding, Minimum Approach, Distance, Enclosed Space, Air Sampling, E911, etc.	
<b>Equipment Inspected</b>	
Live Line Tools for Compliance, Grounds, Slings, Harness/Lanyards, Hard Hats, Gloves, Sleeves, Manhole Rescue Device, etc.	
<b>Safe Work Site</b>	
Tripping Hazards, Cones and Vehicles, Signs Placed, Barricades (if needed), Police Detail, etc.	
<b>EACH CREW MEMBER, PERSON ENTERING WORK ZONE MUST SIGN IN!</b>	
Crew Member 1	Colin Coleman
Crew Member 2	

Job Briefing form (partial) as it appears on the SOSRemote tablet.

Job Briefing reports are electronically completed and signed on the SOSRemote device. They are then saved in pdf format and permanently attached to the order - easily available if needed at a future date.

Since all of the data entered into SOSMobile is logged and available for reporting purposes, MMLD uses reports that reflect just the information they need. For example, the Excel Time Entry Report seen here can be run by date parameters and/or Work Order number. InsightAtlast even accommodated MMLD's request to enter/update and store their field workers' hourly rates within SOS Setup. This payrate data is then pulled into the Time Entry spreadsheet.

Marblehead Time Entry Excel Report												
	Date	Tech ID	SOS Number	Order Type	W/O Number	Resource	Entry Code	Time	Rate	Total	G/L Account	Truck G/L Acct
3	Apr 09, 2018	44	SO-0000001260	LOCATE	20181412434	Paul C.	REGULAR	0.25			593	933
4	Apr 09, 2018	44	SO-0000001259	LOCATE	20181412415	Paul C.	REGULAR	0.25			593	933
5	Apr 09, 2018	44	SO-0000001252	LOCATE	20181410718	Paul C.	REGULAR	0.25			593	933
6	Apr 09, 2018	44	SO-0000001263	LOCATE	20181413202	Paul C.	REGULAR	0.25			593	933
7	Apr 09, 2018	36	SO-0000001275	JOB ORDER	3505	Greg C.	REGULAR	1.00			593	933
8	Apr 09, 2018	36	SO-0000001275	JOB ORDER	3505	Kirk B.	REGULAR	1.00			593	933
9	Apr 09, 2018	36	SO-0000001276	JOB ORDER	3505	Greg C.	REGULAR	1.00			593	933
10	Apr 09, 2018	36	SO-0000001276	JOB ORDER	3505	Kirk B.	REGULAR	1.00			593	933
11	Apr 09, 2018	34	SO-0000001281	TROUBLE	3503	Kevin S.	OT NON-HOLIDAY	4.00			593	933
12	Apr 09, 2018	34	SO-0000001281	TROUBLE	3503	Greg C.	OVERTIME	4.00			593	933

Time Entry Report



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