

# Case Study: Digital transformation of maintenance processes for a large Indian power transmission firm

Our customer is one of the largest private sector power transmission companies in India with a portfolio of 20,000+ Ckm of transmission lines and 50,00+ MVA of power transformation capacity.

## Business Scenario

The customer used SAP PM to manage farm assets, with the entire distribution network modeled in SAP EAM. Over 250 technicians handled daily maintenance and inspections, but image capture was fragmented, relying on channels like WhatsApp, leading to inefficiencies.

## Challenges

- **Lack of timely maintenance data** for remote technicians
- **Limited access to technical specs**, measurement trends, and equipment history
- **Slow** maintenance task completion
- **Excessive paperwork** reducing technician efficiency
- **Difficulty in monitoring contract employees**, tasks, and devices
- Growing maintenance backlog with **no real-time tracking** tools
- Incomplete and **unreliable maintenance records in ERP**
- **Limited permit access** leading to safety incidents

## Solution

The customer chose **Procify Mobile Asset Maintenance** for its ease of use, scalability, and enterprise-class security. They required a flexible solution that could adapt to evolving business processes. Since it was built on Procify, a low-code platform, customization was seamless. They appreciated the "model once, use anywhere" approach, enabling access across multiple devices with both online and offline capabilities. Opting for a cloud deployment under the SaaS model, the customer provided users with a BYOD option, making both Android and iOS versions available.

# Solution Components

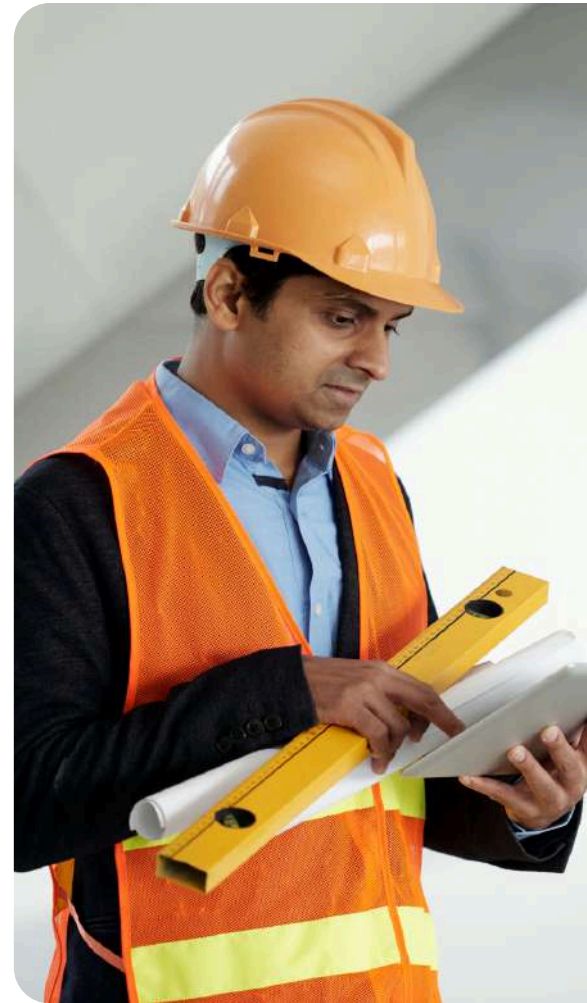
- **Equipment master**  
Controlled access to equipment details, history, measurement readings, and BOM to support technicians.
- **Work order and notification management**  
Mobile users can create, view, modify, and complete work orders and notifications based on authorization levels.
- **Attachments**  
Support for various attachment types, including SOPs and GPS-tagged asset images with timestamps.
- **Permit integration**  
Contextual permit information enhances safety compliance.
- **Mobile reports**  
Technicians can access daily and monthly reports on task assignments and completion status.
- **Spare parts management**  
Technicians can issue spare parts, record consumption, and track tools against work orders.
- **SAP integration**  
Captured data syncs with SAP in real time, ensuring up-to-date workflows and reports.

# Benefits

- **Higher wrench time** and faster process lead times
- **Increased capacity** without extra equipment or labor
- **Improved first-pass quality** with real-time issue resolution
- **Reduced downtime** and enhanced equipment effectiveness
- **Better visibility** into jobs, tasks, materials, and quality
- **Elimination of paper-based** work order management
- **Integrated permits** for improved safety and fewer incidents
- Enhanced productivity with **image capture, barcode scanning, and GPS integration**

# Project Highlights

- Robust **offline** functionality with efficient data distribution
- Single **unified app** for technicians to manage inspections and maintenance
- Dedicated portal for inspection planning and tracking
- **Geofencing** for enhanced location-based monitoring
- **Seamless, controlled upgrades** with minimal disruption
- Hosted on **Google Cloud Platform (GCP)** for reliability
- **99.95%+ uptime** for uninterrupted operations



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