



Process Automation Suite
enables processes that run
themselves for maximum
efficiency



Developers of Digital Futures

What is PAS?

The Process Automation Suite (PAS) is a collection of applications that target various aspects of business process and field service management for utility companies.

It covers all your needs in setting up, automating, and following up business processes. The solution can manage entire asset/device lifecycles, including project planning, deployment, maintenance, or automating parts of the process by combining information and using predetermined logic to initiate required action.

The PAS solution will establish itself in your application ecosystem and manage your business processes from start to finish with all the variations and deviations that may be necessary to cope with. It automates what can be automated and supports the users in managing the manual steps in a consistent manner.

Solution overview

The PAS applications can be combined or used separately depending on your individual business requirements and your existing system map.

PAS is available as a service (SaaS) as a multitenant multiutility Azure application. As an option PAS can be offered as an on-premises solution for customers that have not planned for a cloud transition yet. By architecture, all the PAS applications are scalable

and will handle any company size from the smallest utility with a couple of thousand delivery points to the largest ones with millions of customers. Furthermore, the engine can work as an omni-channel messaging service for end customer related tasks, for example when informing customers on planned or unplanned interruptions on services.



Key features



Workflow Management (WM)

A workflow engine with a dedicated workflow configuration tool that will implement any business process and related data no matter how complex.

Extending the engine's capabilities through custom functions allows it to handle any task and to integrate and interact with any available system making it a powerful tool for distributed end to end business process management.



Resource Management (RM)

Customer appointments and efficient workforce management are typical challenges that need to be addressed in every service-oriented business. The resource management module is designed to manage everything related to scheduling and task assignment and relieve the responsible administrators from the challenges of managing this manually.



Asset Management (AM)

Utilities is an asset-centric business. Every asset involved in delivering the service need to be accounted for and keeping track of assets and asset status is an intrinsic part of most of the business processes of a utility company. AM will manage logistic and asset lifecycle challenges and act as a master data repository and contribute to high-quality data.



Field Service (FS)

A mobile field application to support field personnel at work. Field technicians will find their tasks and all the necessary information that will help in a smooth task resolution. The technician will report performed work, time and material spend and will be able to take on other available tasks when done with his own assignments.



Business benefits

PAS can help utility companies optimize their business processes, improve customer satisfaction, reduce costs, and stay competitive in a rapidly changing market.

By automating repetitive, manual tasks, utilities can free up their workforce to focus on more strategic and value-added activities, leading to greater success and growth.

With PAS work order management features, field work and field worker management become an intrinsic part of the business processes thus extending the scope where the benefits of automation can be relevant.

With a flexible and scalable pricing model, PAS will make it easy to calculate a business case and it will immediately deliver business results and benefits.

How to get on board

Let us help you all the way from defining the vision to running the business platform. This includes shaping the scope of end customer services and targets, piloting, implementing, and running daily platform operations.

Easy and streamlined onboarding for out-of-the-box processes. For more customised needs the solution offers flexible configuration possibilities.

We will be happy to arrange a meeting to give you more detailed information. You can also read more at <https://www.tietoenvy.com/en/industry/energy/>

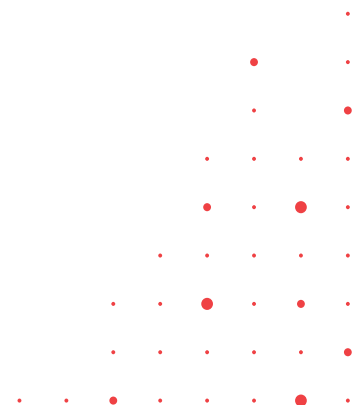


About Tietoevry

Tietoevry creates purposeful technology that reinvents the world for good. We are a leading technology company with a strong Nordic heritage and global capabilities. Based on our core values of openness, trust and diversity, we work with our customers to develop digital futures where businesses, societies, and humanity thrive.

Our 24,000 experts globally specialize in cloud, data, and software, serving thousands of enterprise and public sector customers in more than 90 countries. Tietoevry's annual turnover is approximately EUR 3 billion and the company's shares are listed on the NASDAQ exchange in Helsinki and Stockholm, as well as on Oslo Børs.

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