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To Scheduling and Beyond
APA Networks Operations SalesForce Journey

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High Level Agenda

- APA Networks Operations

- Why we Embarked on this Journey

- How it Works

- What Worked Well / Do Differently

- Net Benefits

APA / Networks Operations / SalesForce Journey

- c1.6m Customers

- c260 employees and c100+ Contractor Companies

- Majority based in Metro Adelaide, Brisbane and a 3rd of Melbourne

- Field Service Management Solution

- Standard procurement process via: -
  - Vendor review and Selection (SalesForce Field Service)
  - Design, Build and Implementation
  - Around 3 years E2E, completed May 2023
- System holds 3 weeks of schedules for the 3 main work groups
  - Gas Fitting, Excavation and Planned & Corrective Maintenance
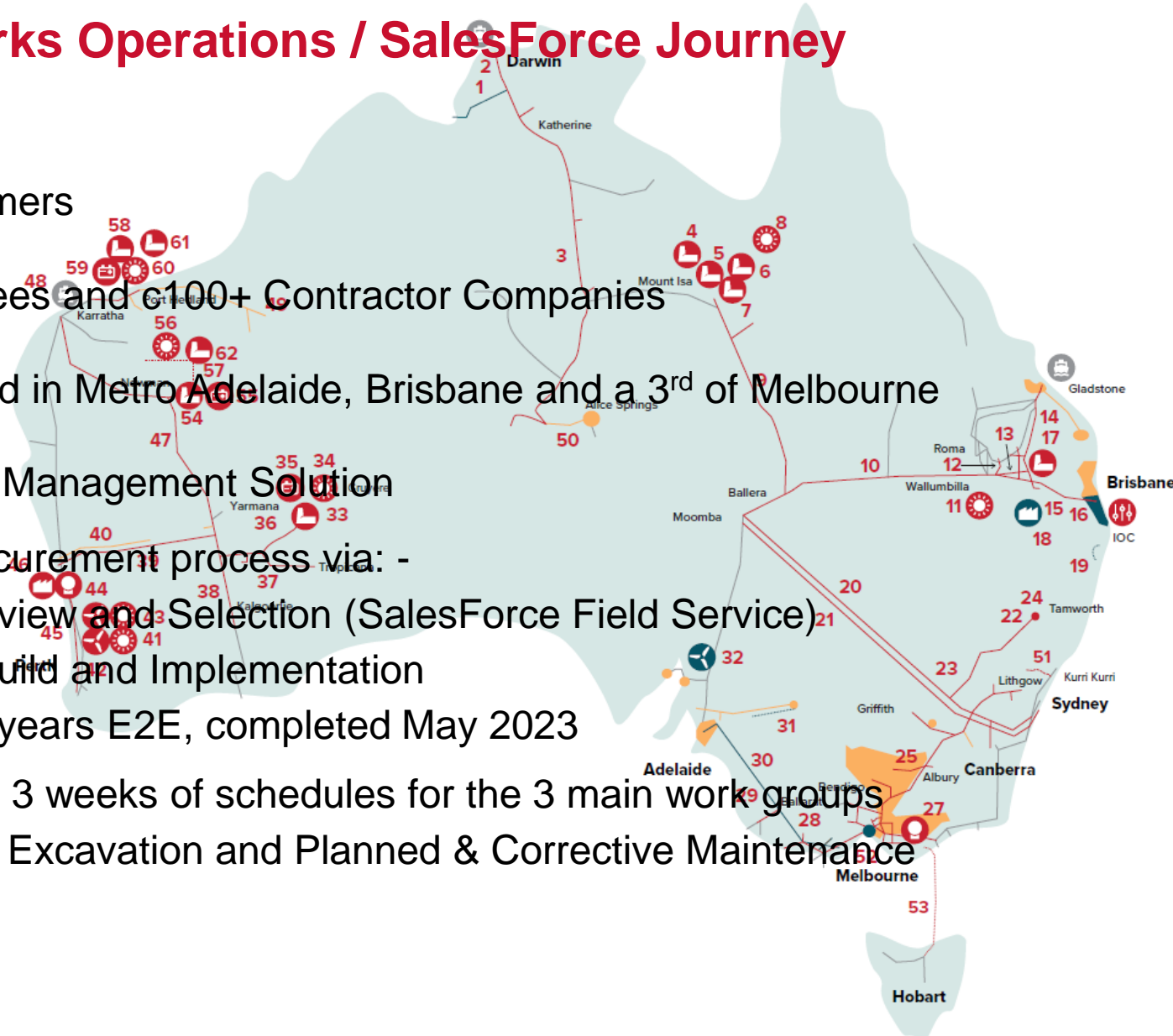
Why it Was Introduced

- More efficient resource management

- Improved service delivery to customers

- Improve safety

- Improve compliance with regulatory and market obligations

- Improved asset-based data collection

- Insourcing work

How it Works

- SalesForce product – 2 key parts

  - Office – SalesForce Field Lightening
  - Field – 2 x Mobile device-based Apps

- Cloud Based - Software-as-a-Service (SaaS)

- SalesForce Links to Maximo, asset management

- SalesForce - System of Action – Maximo - System of Record

- The Optimiser uses rules, priorities and scheduling goals
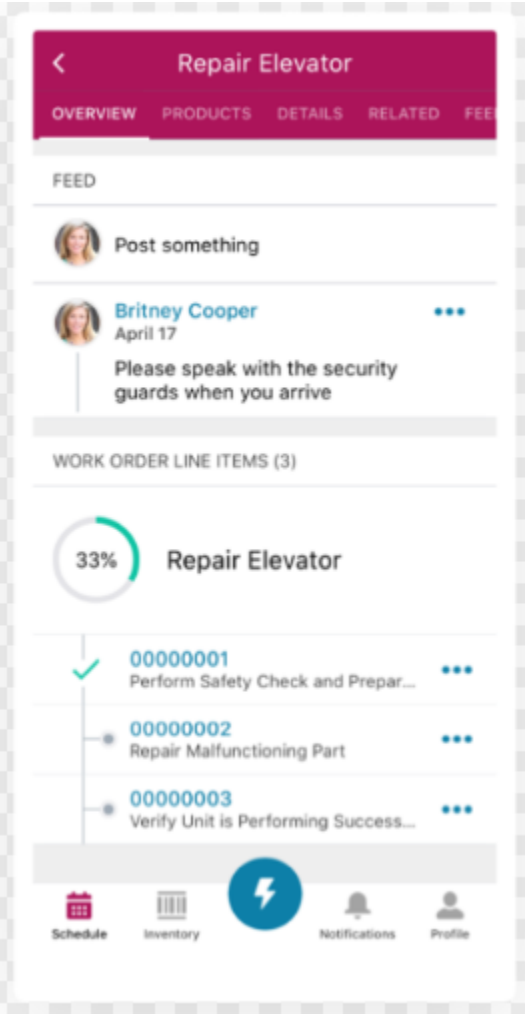
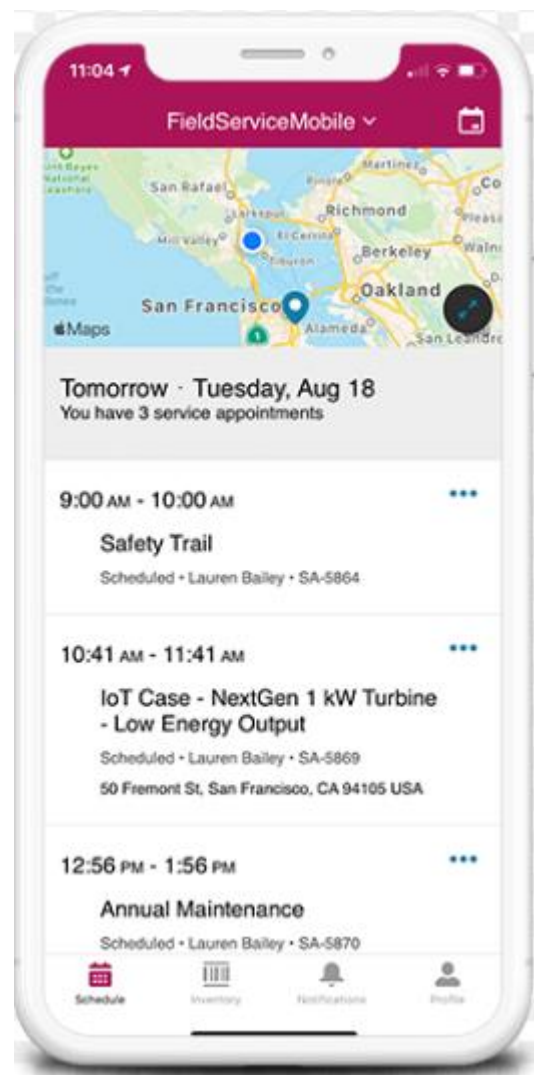- Different challenges across the 3 work Groups

How it Works - Field Lightning Console
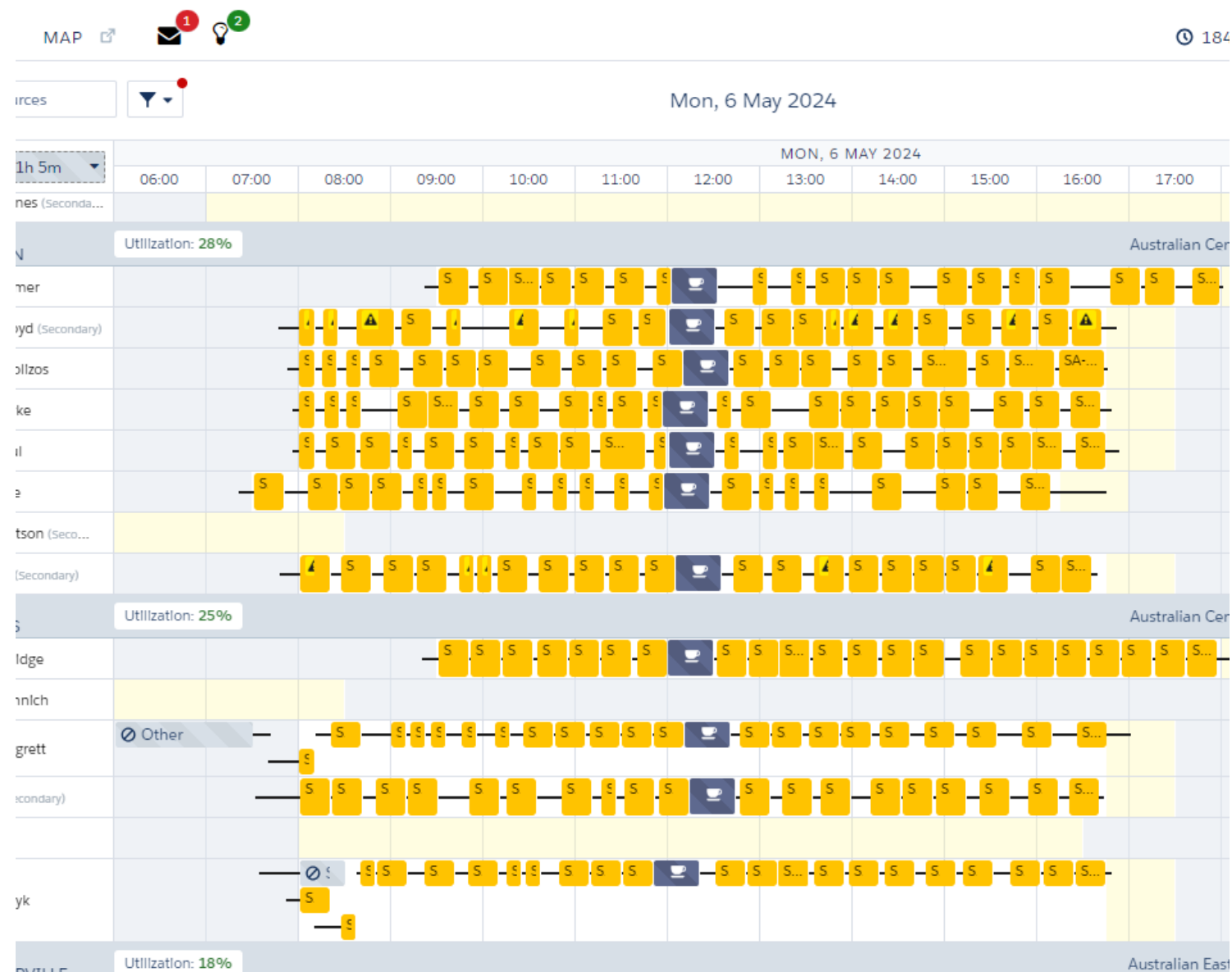
How it Works - Field Lightning Console
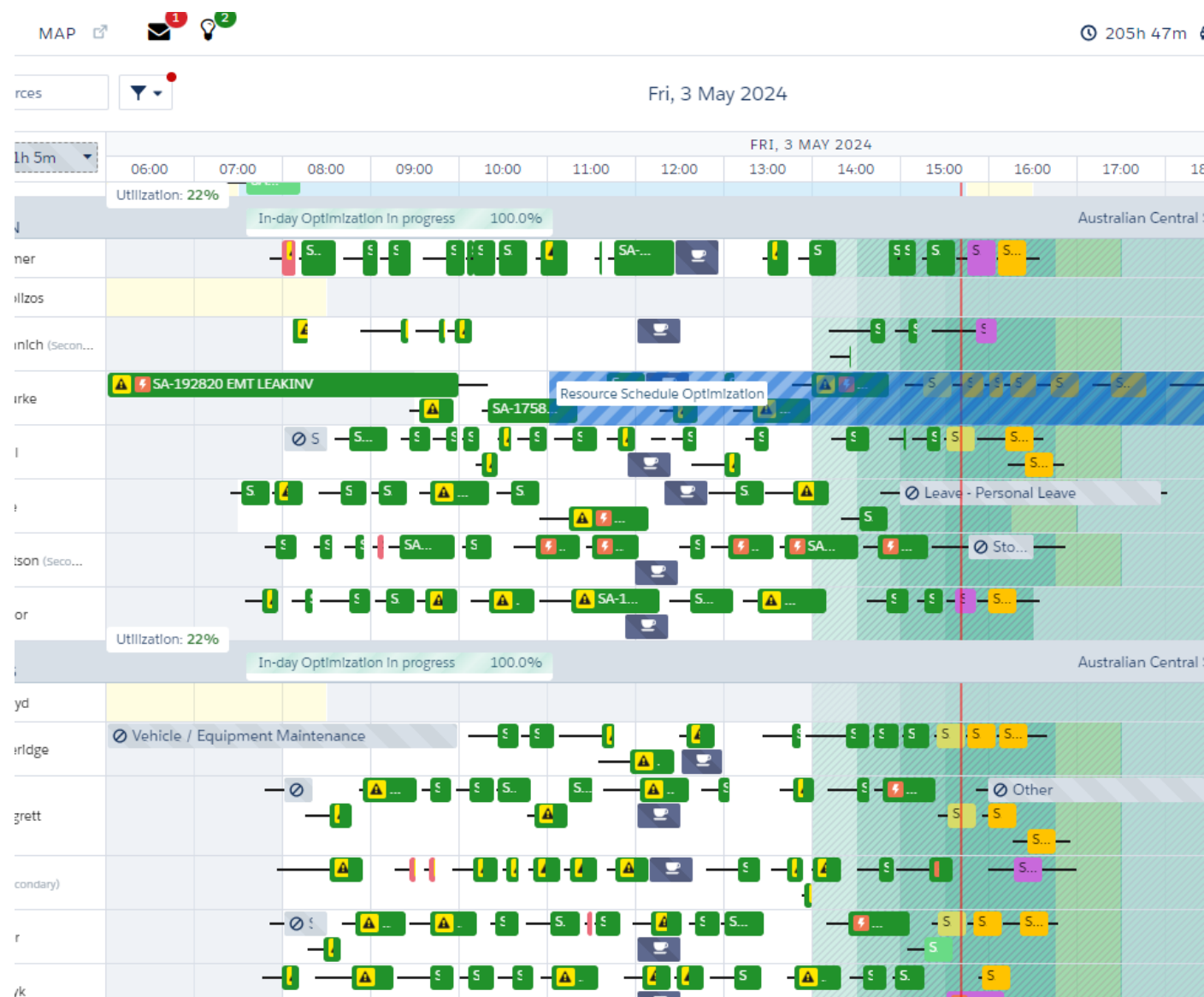
How it Works - Field Apps

How it Works – How do we Configure and Use Optimisation

- We blend Priority / Travel / Revenue

- Various types of Optimisations – Global, Individual Resource or Service Appointment (Job)

- Optimisation takes place over 3 main steps: -

  1. Work Rules / 2. Priority / 3. Service Objectives

- Optimisations - Binary Conditions or bespoke Scheduling Policy

- Scheduling Policies use multiple Service Goals - Score per Job

- Optimisations are built into workflow, run Manually or run via scheduled jobs

How it Works – How do we Configure and Use Optimisation
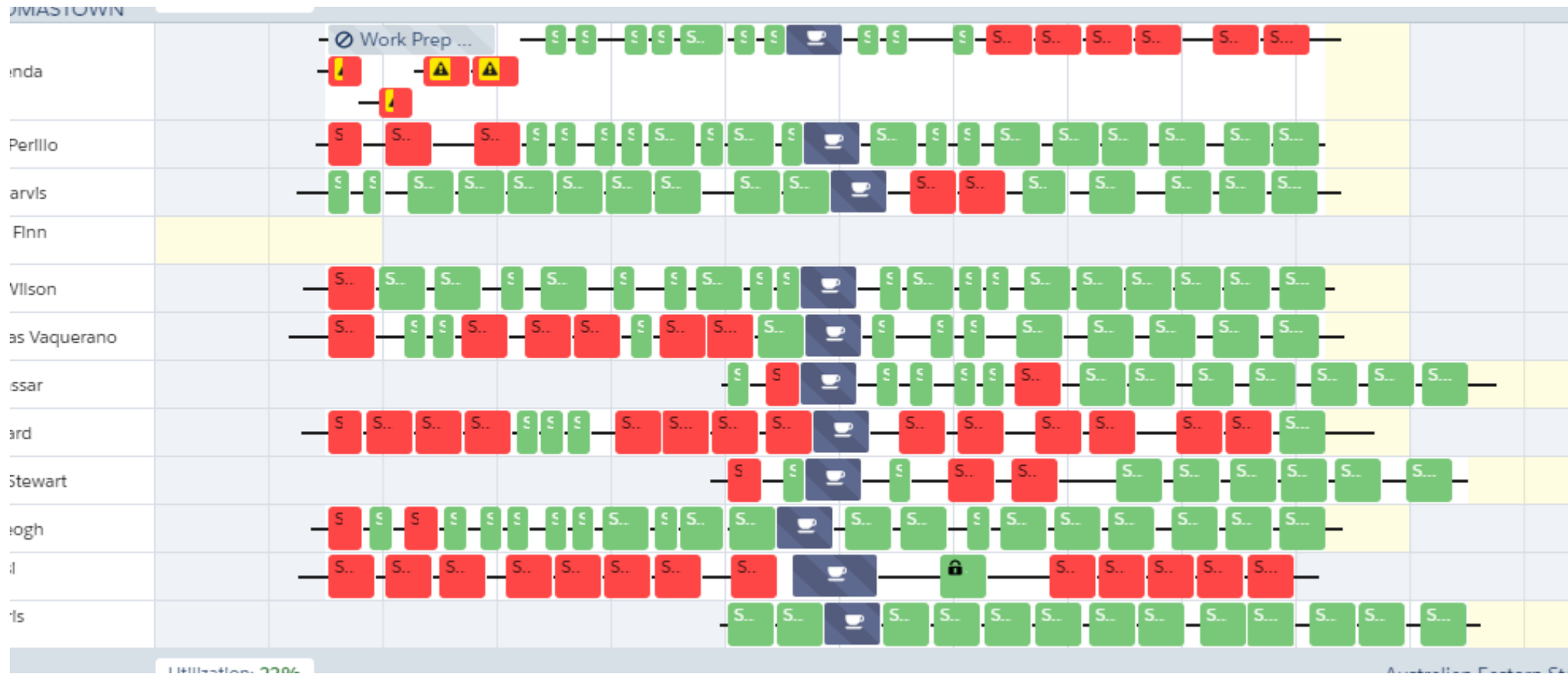
What Worked Well / Do Differently

- Change Management was effective
  - Partial separation

- Culture Change was well planned out and delivered well
  - More ….

- We have insourced the work successfully
  - Share knowledge

- Several new customer focussed initiatives implemented
 - Post implementation support

Net Benefits

- More efficient resource management

- Improved service delivery to customers

- Improve Safety

- Improve compliance with regulatory and market

- Improved asset-based data collection

- Insourcing work

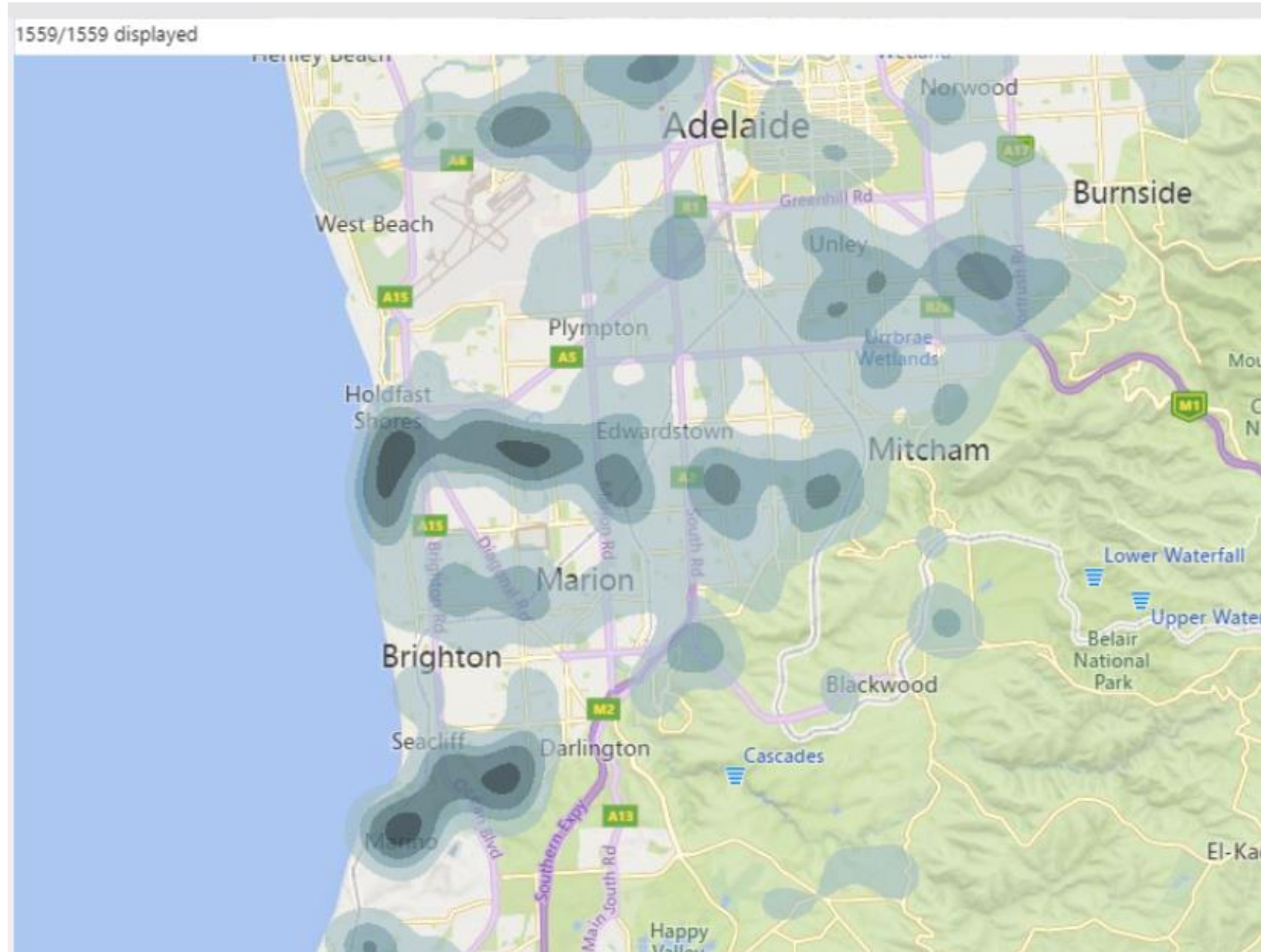- We have an integrated system capable of significant further developments

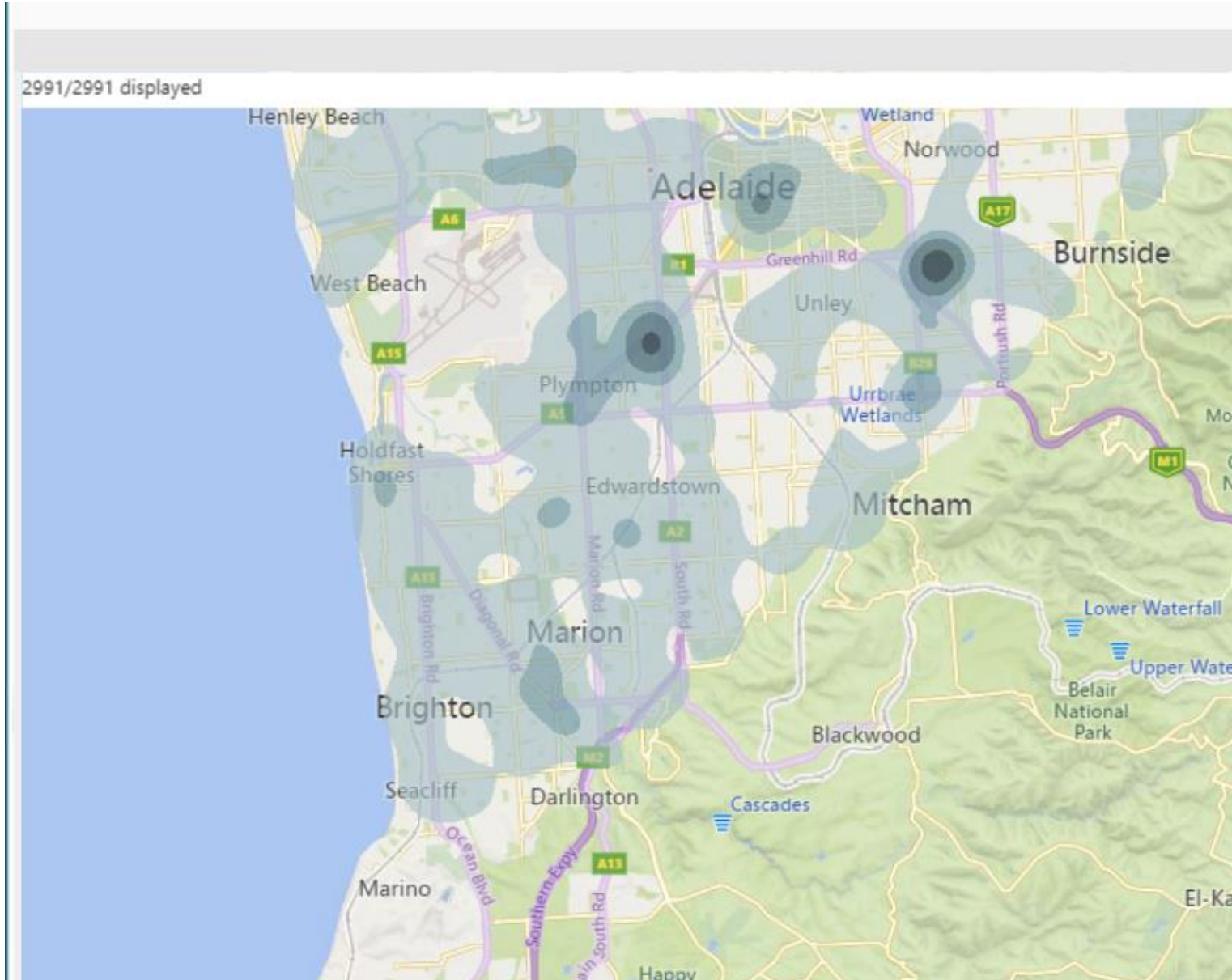# Improve Our Management Information (B2B – PMCs – LEAKINV)
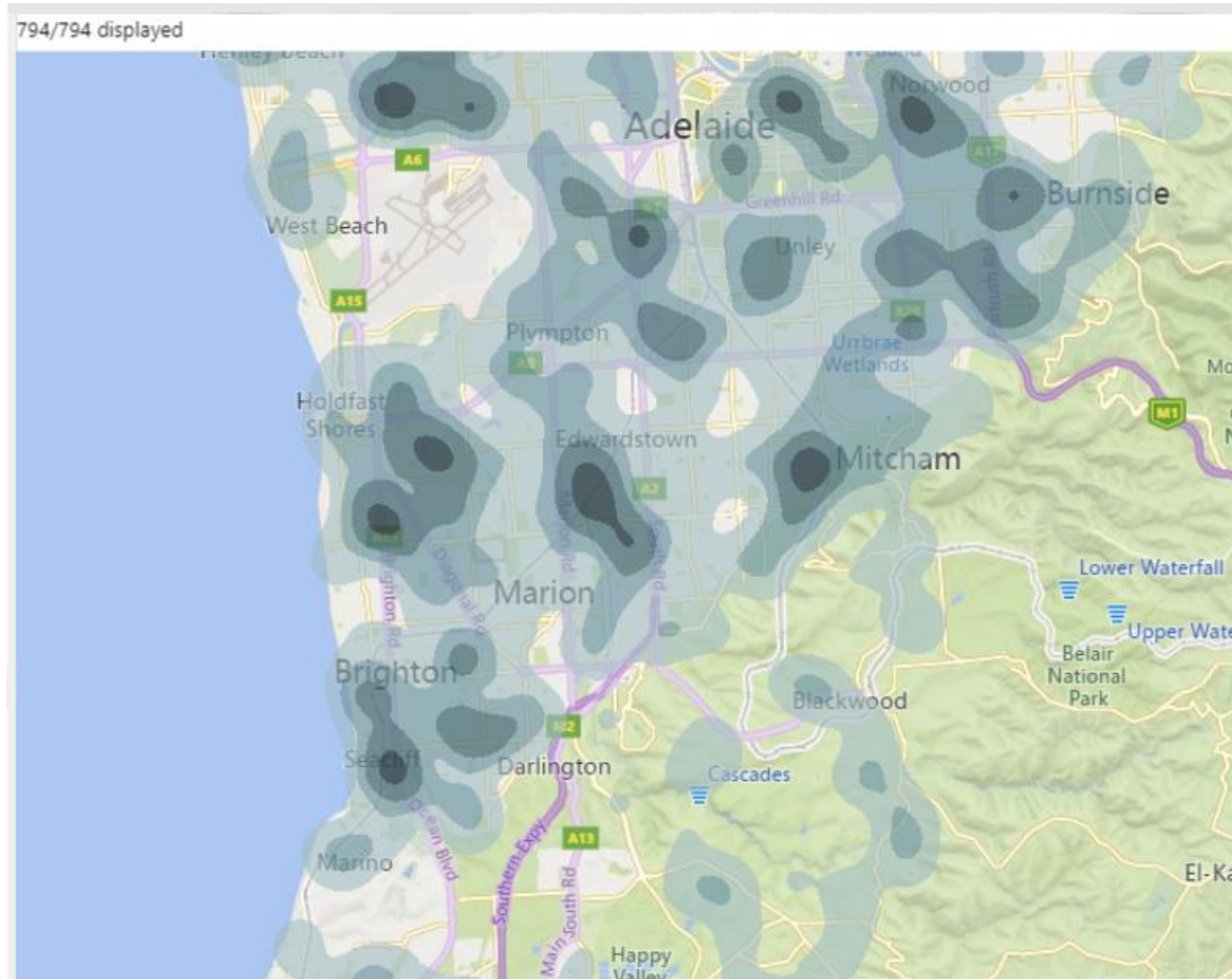
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Improve Our Management Information (B2B – PMCs – LEAKINV)

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Improve Our Management Information (B2B – PMCs – LEAKINV)

Questions

For further information

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