

# CASE STUDY – UTILITIES

## NCPA - CMMS

**Our client** is a Joint Powers Agency based in California. The agency has approximately 160 employees and owns and operates nearly 800 megawatts of generation on behalf of its 16 member communities and districts. Services provided to members include scheduling and dispatch, forecasting/load management, and legislative and regulatory representation.

### Background:

- We worked at three site locations, each with multiple units (Hydro, CT, Geo)
- We found no formal work management process with large process variation
- Each site had customized the CMMS differently
- No scheduling meetings, high level of reactive work

### Results:

- Simplification of process and system usage resulted in high level of user acceptance
- Worked with the software developer to design upgrade path ready customizations that significantly reduced the amount of computer time required for staff at all levels
- Manage internal and external CMMS developers to deliver full scope within budget
- Developed and refined simplified process manual and training documentation that has been successfully used for new hires
- 100% of staff trained at a level appropriate for their position
- Provided on boarding and coaching support for new management staff; leveraged the process and system to improve overall management skills of key staff members

### Easy to Use Weekly Schedule Crew Load Gauges

