SubTrac
MONITOR AND MANAGE FIELD CREW PRESENCE AT SUBSTATIONS

west

ELIMINATE UNCERTAINTY AROUND SUBSTATION CHECK-INS AND CHECK-OUTS, AND INCREASE CONTROL CENTER EFFICIENCY.

Every utility company across the country faces challenges in tracking substation field crews' entry and exit. Relying solely on field personnel dialing into control centers, the traditional tracking process is far from efficient. Large call volumes overwhelm the operations center, busy signals pile up and worker safety becomes a major concern. The first standalone text-based tracking product of its kind, SubTrac is changing the way utility control centers operate.

Coordinate & Manage

- Streamlined control center user interface provides easy access to add, remove and update information for personnel, substations and preferred outreach strategies
- Single cloud solution allows visibility across multiple territories and operating companies
- Dashboards to keep track of all your field crew
- Scalable and configurable solution with quick implementation

Notify & Remind

- Automated two-way text messages for quick responses and confirmations
- Convenience of personnel checking-in/out via text message
- Reduce calls to the operations center, allowing staff to focus on potential restoration efforts
- Improve check-in/out rates, ensuring the safety of field personnel
- Specialized alerts such as restricted substations, end of work day reminders and supervisor escalation
- Avoid busy signals and low cell coverage in remote areas

For one national utility, **SubTrac reduced** their **call volume** up to **80%** across 10 states

CREATING SUBSTATION TRANSPARENCY

Here's How it Works:

In the past, utility field personnel had to call multiple transmission and distribution control centers when checking in or out of substations. This tracking method often floods dispatch offices with large call volumes, resulting in busy signals, worker inefficiencies and a lack of transparency across control center locations.

SubTrac allows field crews to leverage automated two-way text messaging to easily check-in and out of substations. A worker starts by texting into a unique substation designation, like "sub1" or "OMA," upon arrival. SubTrac then engages personnel with an automated text message to confirm their intended location. After field personnel respond with "Y" or "yes," SubTrac sends a confirmation message and their status is updated within the intuitive control center interface.

SubTrac will automatically send a reminder if a worker is still checked-in past a designated time. As an added measure of safety, supervisors are alerted after a pre-determined amount of time has passed without a response from personnel.

Utilities can set unique notification parameters by substation location, and control center staff are able to access and modify personnel information across a variety of defined locations – creating visibility, adherence, safety and control.

SubTrac is a cloud-based, single source of truth that can empower utilities to reduce calls in the control center and take control of field personnel transparency.

we connect. **we** deliver.   **west**