



## Improved Efficiency and Performance with Operator Rounds

A midsized utility with multiple facilities in the northeast was experiencing a host of data collection issues due to outdated, manual processes—from tons of paper to skipped check points to incorrectly recorded entries. Knowing this could lead to costly failures and downtime, they sought a streamlined solution that would gather all their data in one place and improve the effectiveness of their operator rounds and inspection activities.

After an extensive review of their operations with MSI’s consultants, they implemented the WebView<sup>AMS</sup>® Mobile Rounds solution. Leveraging MSI’s years of **expertise and best practices** along with the system’s advanced capabilities, this client:

- Said goodbye to tedious, complicated handwritten logs. Using a mobile device, employees can quickly input operating parameters and choose from preset pick lists—which greatly **reduces data entry errors**, leading to more accurate data.
- No longer wastes time documenting unnecessary data. Since check points are automatically added or removed based on equipment statuses and conditional logic, employees **only record what’s needed** at a specific time.
- Can rest assured **all data is within the proper ranges and precision levels**, thanks to customizable data validation and alarming capabilities. And if data *isn’t* within the correct ranges, the right people are alerted and prompted to make corrections. By acting on potential issues immediately, their facilities can **proactively repair problems and prevent failures**.
- Has the ability to **add valuable information**, from notes for corrective actions to pictures that provide a helpful visual or show the “before” and “after” of a resolved issue in the field.

With MSI’s **customizable** Mobile Rounds solution, this client has been able to **reduce round time and boost efficiency by 50%** and make field inspections easier to perform. They’re also gathering **more accurate data** in a standardized, simple format that’s securely accessible to critical employees all across their facilities. And on a broader scale, **improved performance** and reduced failures mean lower costs and **higher reliability** and availability for the client long-term.

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