EMVISAGE

GENUS INFRASTRUCTURE (WA)

How Genus Infrastructure run thousands of network jobs in one system. Exact documentation, far less admin, and crews that took to it.



Zero paper

ACROSS PROJECTS, MAINTENANCE AND TRANSMISSION WORKS

Under 6 months

PAYBACK IN YEAR ONE

50% less

DATASHEET PROCESSING TIME

The work, and the paper

Genus Infrastructure (WA) maintain power network infrastructure across the state. From single maintenance tasks to pole replacements, network upgrades and large scale projects. Every one of them needs its evidence: datasheets, photos, completion and commissioning records, all in the prescribed distributor format.

That evidence used to be paper. Printed, completed in the field, sleeved into Job Packs, checked, then scanned and uploaded to a distributor's portal for closeout. Every fortnightly swing meant a stack of Job Packs to pull apart, check and rescan. With that much paper moving between depots, vehicles and the office, it was easy for a pack to get left in a ute for a few days.

Around the datasheets sat the rest of the work: spreadsheets, calendars, shared drives, email threads and field tools, each holding a piece of it. None of it was optional. With this type of work a miss can't happen, so the process had to be there, step by step. It just took a lot of effort, every day.

GENUS

"We had thousands and thousands of datasheets. Now with Emvisage, there is no longer any paper from the start to finish."

Jordan Loftus
PROJECT COORDINATOR

Why Emvisage

GNI looked at field service software, smart PDFs and building their own. They chose Emvisage because it could be set up to their workflow exactly, with their safety, quality and compliance steps built in. That includes the specific requirements and templates network clients set for how work is completed. Most systems can't carry that, so it ends up spread across other tools, spreadsheets and admin heavy processes. Emvisage was built for this kind of complexity and depth.

Today every job runs as one record in Emvisage, from the moment the work order lands from a network client, through scoping and the job itself, to closeout in a distributor's portal. The crews, the office and subcontractors work from the same record.

> "Emvisage is 100% delivering for us. It has the flexibility as well, the little tweaks we make as we go."

Peter Clements
GENERAL MANAGER,
NETWORK SERVICES

The work order, start to finish

01 **Before site**
02 On site
03 After the work
04 Across the team

Before site: scope it, clear it.

- Maps in Emvisage help scopers plan their zones ahead of the crews. Scoping inspections are fast on mobile, so site constraints like traffic, gas and rail get captured long before a crew is committed. When the scope differs from the work order, the scoper raises a technical query (a TQ: a scope variation that needs the distributor's approval), takes a photo, adds a recommendation and moves on. The back office turns it into the Genus branded TQ report in one click. Then a work queue helps the team keep track of it and make sure it gets approved in time. A job can't go to site with its TQ unapproved.
- The same gate holds for everything else. A job sits in the pre site stage until everything needed is ticked off. Traffic management booked, materials ordered, the planned outage approved. The flags used to sit in a spreadsheet and take ten minutes a job to keep current. Now they're automated in an Emvisage exception report that carries the rules. Green where a job is ready, red where something is still outstanding. The back office can see at a glance what still needs to happen and make sure it does. Nobody loses the thread, and the crew arrive to a job that's ready for them.

On site: a form that guides, not just records.

> GNI have digitised the datasheets across projects, maintenance and transmission work. That's a fair few datasheets living in the system, and capturing the right data is only the first part. The completed datasheet Emvisage generates has to match the network template exactly. Every checkbox, the version number, the layout and the sign-off. Crews have all the datasheets available on their phones and capture photos, commissioning results and sign-offs as they go. The finished datasheets come out in the distributor templates as part of the automated Job Pack.

> A paper or PDF form can't flex. So it has to cover every scenario. In Emvisage the form responds. Sections that don't apply never show, so the crew see what is relevant for the job in front of them. GNI also embedded everything the crews might reach for into their Emvisage forms, specific to each work type. Reference images and diagrams, callouts on key steps, reminders on things like voltage ranges, and guide text that changes with what they're looking at. Like the extra detail a particular luminaire type needs. Miss something required and the job flags it there and then. The system carries the detail. The work runs on rails.

After the work: signed off, closed out.

> The crew sign the job off on site, and the supervisor's check happens in Emvisage, not at the depot. If a datasheet needs fixing, a tag in Emvisage sends it back to the crew to sort out. Then it's one click to generate the Job Pack (datasheets, work completion report, TQs), in the required format and order, ready for upload into a distributor's portal. Ten minutes of processing and upload per work order is now five.

Across the team: one job, everyone on it.

> Every work order shows its stage in the workflow, who's allocated and its full history. Things like the scoping details, site notes, traffic management booking reference, the outage map and isolation points. If the crew or back office need it, it's right there on the job.

> Supervisors allocate their crews' work from one work queue. That saves each of them two and a half hours a swing. Site knowledge sticks to the job: a gate key location noted once is there for every future crew. And the people running the work see it as it happens. Shaun Oliver, Project Manager, Network Services, tracks completions in real time, "instead of waiting for information to come back."

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"We used to have a lot of email, a lot of spread. With Emvisage everything is centralised. And it's so much better not being paper. Spot on, love it."

Shaun Oliver
PROJECT MANAGER, NETWORK SERVICES

What changed

As a leading infrastructure contractor, GNI already ran a tight ship with a low error rate. With the checks embedded throughout the system, it got tighter again.

- **Jobs needing amendment after the fact: down 25%.** The photos and data are on the job, so the office can fix most errors in minutes without going back to the crew.
- **Forced reschedules: five or six a year, down to one warning.**
- **Stand downs across the work groups: four or five a year, down to one.** No crew days lost to yard work.
- **Datasheet processing: two person days of office time back every fortnight.** Job Packs are automated rather than collated by hand. The checks that need human eyes are still done.
- **TQ admin: a full day down to half.** A batch of 80 TQs used to take a full day.
- **No misplaced Job Packs.** Every work order is traceable at every stage, so nothing sits waiting on a pack to turn up.
- **Crews stay in the field.** Corrections happen from site or home, not back at the depot.

"If you think about it, plant and equipment, EWP, crew linesman, switching operator, traffic operator and any other adjacent people. It all adds up. Those important ones. Emvisage has saved us a couple."

Jordan Loftus
PROJECT COORDINATOR

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Crews took to it

Ask the crews and you get a straight answer.

"No paperwork, mate. That's probably the best thing."

Scott Foster
SITE SUPERVISOR

"No negative chatter from the crews, it's all positive. It's definitely been very beneficial for the business."

Peter Clements
GENERAL MANAGER, NETWORK SERVICES

Where this fits

Every hour spent rechecking datasheets, assembling Job Packs, juggling paperwork or jumping between systems is an hour that could be spent on the work itself. On the next thousand jobs, not the admin.

GNI do things differently. They put the workflow to work.

GNI's work is exactly the work Emvisage specialises in. A lot of moving pieces to coordinate, exact client requirements to meet, evidence on every job and no room for a miss. If your workflow has complexity that runs deep, or it's the type of work that has to be right, that's our area. Show us how you run it.

Put the workflow to work.

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