



# StörMi: Digital Troubleshooting at Energie Wasser Bern



«FROX quickly understood how they could efficiently support us with the digitalization. They successfully implemented our project according to the time and financial expectations.»

**Stefan Broder, Head of Network Operations, Energie Wasser Bern**

Industry: Energy Sector



## Continuous process

Reduction of coordination effort through digital process control

## Secured documentation

Simple reporting thanks to complete recording and traceability

## Efficient communication

Triggering of automated messages on different channels

## All at hand

Fault overview and dossier access for all parties involved

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## Initial situation

### What was the situation up to now?

As a total energy supplier, [Energie Wasser Bern \(ewb\)](#) supplies the city of Bern with electricity, natural gas, biogas, district heating, water and fiber optic internet. The networks division ensures a reliable network infrastructure for the various media. The quick and effective elimination of faults is one of the most important processes and is essential for customers. In the past, there were different processes for dealing with disruptions, which were interrupted by different media. Communication between the departments involved was time-consuming, and there was no central information and documentation basis.

With the implementation of a new solution, a standardized, cross-media fault handling process was to be created at the same time and the parties involved were to be connected with a digital information string.

## Customer benefits

### What has improved as a result of the solution?

The "StörMi" process solution offers end-to-end digital 24/7 support for customer service, the operations center and service teams in the field. The parties involved receive tasks and document their activities live on the fault dossier, which is equally accessible to everyone. The flow of information is guaranteed, coordination becomes easier, peer-to-peer communication is significantly reduced. The central communication component can be used to automatically push preconfigured messages to the website and inform dedicated groups of recipients via SMS or email. The complete fault documentation (incl. photos, videos) allows an optimal evaluation. The identified follow-up measures provide valuable information for subsequent maintenance orders.

### Advantages of the

- Uniform process for all pipe and cable media (electricity, gas, water, district heating, public lighting)
- Consistent process management in troubleshooting from the ticket to the follow-up action
- Updated information about fault processing is available at all times for everyone involved in the process
- All faults are recorded, the fault elimination activities are traceable and evaluable
- Each fault is documented and illustrated with photos if necessary
- Improved ability to provide information internally and externally
- Automated fault communication to the outside (website, mail/SMS dispatch to third parties)

## Services

### What services have we provided?

As a [digitization](#) partner of Energie Wasser Bern, FROX implemented this modern process solution for the area of network operation. The requirement for the solution was the digital accompaniment of the entire End-2-End process and access for different user groups with different end devices.

### Our services for Energie Wasser Bern:

- Support requirements engineering, co-design and UX, implementation support
- Solution architecture, agile [software development \(SCRUM\)](#), continuous delivery, project management
- [Support](#) and further development

## Platform

- Axon Ivy