



# How a Utility Provider Reduced Resource Wastage by 32% Across Service Operations

## CLIENT PROFILE

**Industry:** Utilities

**Size:** Large utility enterprise with distributed assets and centralized usage monitoring operations

**Location:** Headquarters in Dubai, UAE with services across multiple operational regions

## CHALLENGE

The utility provider faced significant challenges in monitoring resource usage across distributed service operations. The absence of a centralized usage tracking system led to inconsistent consumption records, poor visibility into resource usage, and limited control over operational waste. These inefficiencies caused higher wastage, disrupted service planning, and reduced accuracy in usage monitoring across locations. The lack of structured usage data further limited operational accuracy, highlighting the need for a more streamlined solution to improve resource efficiency and service control.

## HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS

### SOLUTION

Asset Infinity provided a unified usage tracking platform that streamlined consumption monitoring, improved usage visibility, and enhanced operational control across regions and utility teams.



## SUMMARY OF MEASURABLE BENEFITS

- **Reduced Resource Wastage:** Reduced resource wastage by 32%, strengthening efficiency across utility service operations.
- **Usage Visibility:** Increased usage visibility with centralized tracking across regions and operational teams.
- **Better Planning:** Improved consumption planning with structured workflows and better usage-level visibility.
- **Usage Control:** Strengthened control over resource consumption, tracking rules, and daily operational usage.
- **Operational Efficiency:** Enhanced utility operations by reducing waste and repetitive monitoring efforts.
- **Service Continuity:** Improved service continuity by enabling timely and more organized usage tracking.

## IMPLEMENTATION PROCESS

- **Initial Assessment:** Conducted a deep-dive review of existing usage practices to identify process gaps and inefficiencies.
- **System Integration:** Connected Asset Infinity with utility operations to unify usage tracking and consumption visibility.
- **Data Migration:** Shifted legacy usage records into Asset Infinity for accurate and centralized monitoring management.
- **Workflow Setup:** Configured usage categories, tracking rules, and region-wise workflows for each monitoring function.
- **Training:** Delivered hands-on training sessions for operational and field teams to ensure platform readiness.
- **Ongoing Support:** Established a support plan with system reviews, monitoring, and process improvement recommendations.

## CONCLUSION

With Asset Infinity, the utility provider successfully improved usage visibility, operational coordination, and resource efficiency across regions. The unified system not only reduced consumption inefficiencies but also enhanced control over usage activities across utility teams and operational units. The successful deployment of Asset Infinity reaffirmed the organization's focus on operational efficiency and service continuity. This transformation highlights Asset Infinity's capability to meet the usage tracking needs of utility businesses, offering visibility, control, and measurable performance gains.

