

# E-REDES reduces field visits by 22% with Glartek's Connected Worker Platform

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## Background

E-Redes is Portugal's primary electricity distribution operator, responsible for managing and maintaining the country's electric grid. As a subsidiary of the EDP Group, E-REDES plays a critical role in ensuring the reliable transmission of electricity to 6.4 Millions of consumers and businesses.

Its main objective is to guarantee the supply of electricity to all consumers, with quality, safety, and efficiency, while maintaining the distribution network. The company is also at the forefront of energy innovation, investing in smart grid technologies and sustainable solutions to enhance efficiency, improve service quality, and support Portugal's transition to a low-carbon economy.



E-REDES manages a distribution network of nearly **250,000 km** and supplies electricity to more than **6,000,000 customers** with over **3,000 technicians** conducting thousands of jobs daily.

## Challenge

For E-REDES, it is essential to guarantee maximum safety and operational efficiency, especially when it concerns less experienced workers. Several challenges arise during multiple activities, such as the installation and maintenance of distribution transformer cabinets and noise analysis.

- High frequency of site revisits
- High number of field technicians in remote locations
- Mobile network limitations for remote support
- Challenges explaining issues via voice-only calls
- Lack of a centralized system for support teams

The challenges increase as the company has a high number of field technicians conducting a large number of complex safety procedures in remote locations. Due to new technicians onboarding, high turnover rates, and evolving field demands, sometimes technicians are not familiar with specific equipment or facilities.

## Solution

The challenges highlighted the need for an efficient solution that centralized support and allowed technicians to request assistance, clarify questions, and address security issues in real-time.

### Visual Remote Assistance

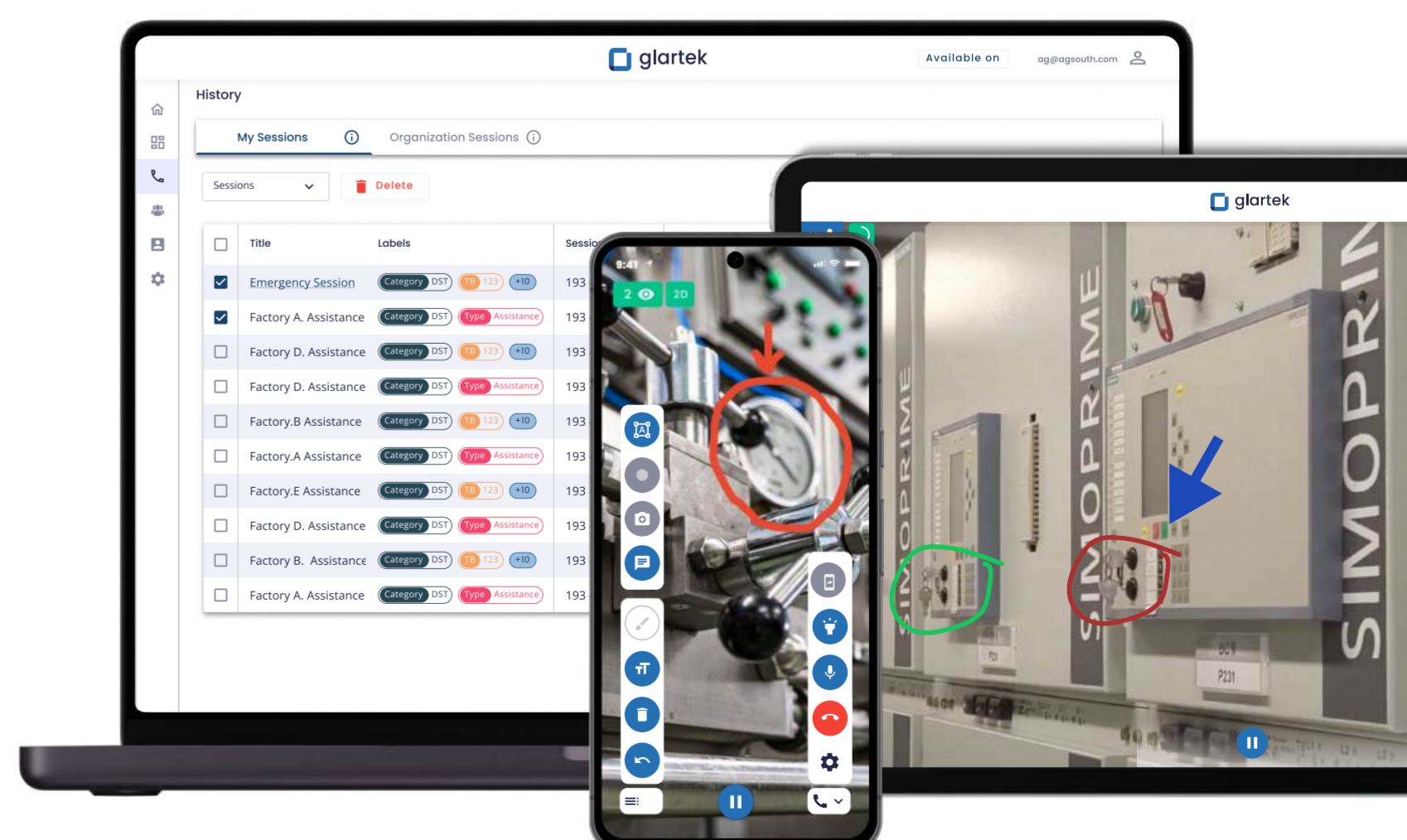
Implementation of Visual Remote Assistance solution to provide real-time support to field teams. Technicians can receive video-based guidance by contacting experts, even in low network conditions, reducing the need for trips to the field. The platform also simplifies data retrieval using computer vision to automatically read text, such as serial numbers. Additionally, automatic recording of sessions is also available, enabling the sharing of best practices and helping address recurring issues.

### Mobility Application With AR

Introduction of a mobility application to enable greater mobility to field technicians and ensure they always are equipped with a device (phone, tablet, smartglasses) that can support them. Workers and experts can also leverage AR capabilities to increase guidance around locations and equipment, by sharing their view with experts and making virtual annotations in real-time.

### Centralized Backoffice Platform

Centralization of all operations with a backoffice platform that manages and monitors all support requests in one place. This platform enhances coordination between field teams and officed-based support at the same time that provides a comprehensive database for contacts, records, and sessions history.

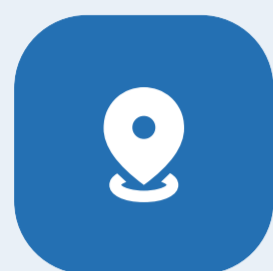


## Results



**45%**

Reduction in administrative work time



**22%**

Fewer site revisits



**33%**

Increase in technician's efficiency



**76%**

Reduction in errors

## Next Steps

As E-REDES continues to achieve operational improvements, the company is now looking ahead to explore new opportunities for further optimization and innovation in its processes. This way, some **future steps** were considered:

- **Extend** the solution to E-REDES service providers
- **Digitalize** other operational processes
- **Enhance** its use in other geographical locations such as Spain



## Conclusion

By implementing Visual Remote Assistance and AR capabilities, Glartek helped E-REDES introduce a new reality for frontline workers that enhances the efficiency and safety of E-REDES' field operations. Issues are now quickly resolved by less experienced workers, even in remote locations.



Enables better communication between our teams."

- Tiago Penedos, Dispatch Technician at E-REDES



It maximized the safety of our technicians in the field."

- Luís Fonseca, Assoc. Direc. Digital Acceleration at E-REDES



Allows us to help people with less knowledge."

- Rui Francisco, Operations Manager at E-REDES

## ABOUT US

Founded in 2017, Glartek specializes in Augmented Reality (AR) solutions tailored for the industrial sector. Our core mission revolves around enhancing efficiency and safety within industrial processes. We achieve this by integrating Augmented and Connected Worker technologies, providing visibility, optimization tools, and reassurance for frontline workers. Our focus is on improving industrial efficiency and safety for frontline workers while fostering a culture of Continuous Improvement to drive Operational Excellence. Our customer base is diverse, ranging from asset-intensive companies like EDP to manufacturing firms such as Renault.



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