

Geospatial tech specialist we-do-IT rolls out Dynamics 365 for ETS Infrastructure Management

Geospatial tech focus aids utility digital transformation

we-do-IT, a global technology services provider focusing on geospatial solutions, has been selected by ETS Infrastructure Management (ETS), one of Australia's leading infrastructure management companies to roll out Microsoft Dynamics 365 Field Service Solution as part of their organisation's digital transformation.

Kicking off early in 2023, the implementation will bring benefits to ETS' Toowoomba Regional Council Advanced Metering Infrastructure (Smart Metering) contract, ranging from automation and streamlined field services management, through to fuel savings and resulting emissions reductions, safety and support of teams in the field, location-based monitoring and data visualisation to meet their evolving reporting needs.

ETS is one of Australia's largest privately owned infrastructure management companies, which in the last 10 years has diversified into metering services and engages more than 1,000 personnel.

"Utilities are customer-centric organisations and as a result they need access to real-time project status updates, helping them to make proactive decisions in the best interests of their customers," said Bryan Cowley, General Manager, Metering.

As part of the integration, we-do-IT is focusing on delivering efficient, app-based job allocation for technicians in the field, streamlined viewing of geolocation data and the creation of ad-hoc inspection forms to be pushed out to field teams in real-time to capture critical data for any given job.

"Reliable and effective field service management is a core element of our value proposition and so we are excited to be working with we-do-IT to build out field solutions that can dynamically adapt based on the particular integration level and requirements of our utilities clients," said Paul Tymensen, CEO at ETS.

Dr Walter Hesse, Group Managing Director of we-do-IT commented that the rollout of Microsoft Dynamics 365 Field Service Solution is a key part of ETS' focus on consolidating its legacy systems and reducing its technical debt.

"It is a privilege to be working with ETS on their digitisation journey, ramping up elements such as georouting capabilities in the watering services space," said Dr Hesse.



Microsoft Australia & NZ, Brendan Bain, Director – Telecommunications, Media, Gaming & Energy, said in the current economic environment, businesses were increasingly looking for ways to deliver more for their own stakeholders and customers through deeper use of data and insights, while reducing costs and boosting efficiencies.

“Partners with expert knowledge of the tools and strategies to achieve this, such as we-do-IT, are ultimately helping make our collective customer experience better, our organisations more responsive and productive, and making it easier for workers on the ground to do their jobs. The core of a successful technology implementation is making life better – and that’s exactly what this is set to do, while helping ETS run more seamlessly and cost-effectively as an organisation,” he said.

ABOUT ETS Infrastructure Management

ETS Infrastructure Management provides utility maintenance services Australia-wide, including vegetation management, metering, fleet hire and electrical. Since 1981, ETS has focused on delivering effective, efficient and sustainable infrastructure management. ETS is committed to our purpose of working together to make communities safer.

For more information, visit ets.com.au.

ABOUT we-do-IT®

we-do-IT is a leading global spatial technology and services provider working with utilities, telcos and government organisations. Since 1995, we-do-IT has created an international reputation and maintained a successful track record of delivering innovative Digital Transformation solutions.

we-do-IT has created a Centre of Excellence for the delivery of Microsoft solutions including Microsoft Dynamics 365 Field Service and Microsoft Power Platform.

For more information, visit we-do-IT.com.

