



UtopiaDIGEST

ISSUE 4 • MAY 2020



Utopians join monthly all-hands meeting from 27 different countries

UTOPIALIVE

**Maximize Operational Integrity:
Gain Immediate Benefits with Intelligent Asset
Management**

Featuring Utopia EAM Practice Leader, Mike Jordan
with Mark Pyatt of Accenture

May 07, 2020 | 10:00 am CT

UTOPIA GLOBAL
NEWSLETTER

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MAXIMIZE OPERATIONAL INTEGRITY:

GAIN IMMEDIATE BENEFITS WITH INTELLIGENT ASSET MANAGEMENT

May 07, 2020 | 10:00 am CT

Utopia and Accenture have teamed up for an interactive virtual UtopiaLIVE broadcast. Topics covered include: maximizing operational and asset integrity, leveraging NEW Intelligent Asset Management solutions, and ensuring visibility and continuity of decision making across fragile supply chains.

REGISTER HERE

Utopia donates \$10 for every attendee of the webinar toward uCARES, Utopia's community support initiative in response to COVID-19. [Click to learn more.](#)

[Click to schedule 1:1 with the EAM SME team following the webinar](#)

UTOPIA PODCAST SERIES: HOW TO BUILD A DIGITAL FOUNDATION

Click video to watch the latest episode, featuring:

- Brian Roach, Head of Regulated Industries, SAP
- Arvind Singh, CEO, Utopia

Brian and Arvind discuss mega-trends, digital transformation, and re-imagining how to think about your customers.



Click video to watch



UTOPIA GLOBAL HAND DELIVERS 500 PIZZAS TO HOSPITAL STAFF AT FRONT LINE OF COVID-19 RESPONSE

The donation marked the launch of Utopia CARES (uCARES), a community support initiative in response to the COVID-19 pandemic.

"We're incredibly grateful to Utopia for their generous meal donation," said Matt Primack, President, Advocate Condell Medical Center.

Utopia was delighted to partner with Jim Gronemann, an independent owner of Domino's in our community. "When Utopia said their goal was 500 pizzas in one day, we knew we had found the right partner", said Gronemann. [READ MORE](#)



[Click video to watch](#)

NOTE FROM THE CEO: SHIFTING FROM "ME" TO "WE"

BY ARVIND SINGH

"So, how about reaching out to friends and family that we haven't spoken to in a long time? They are anxious and concerned as well...The recovery will happen if we ALL support each other. And when we do, we will survive and thrive TOGETHER!" [READ MORE](#)



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NEW VIDEO: REDUCE BUSINESS COSTS WITH MRO SUPPLY CHAIN OPTIMIZATION

Click video to watch



NEW BLOG: ASSET MASTER DATA PROJECTS CONTINUE TO THRIVE DURING COVID-19

[Click here](#) to read the latest blog post.

ARC ADVISORY REPORT: UTOPIA IMPROVES UPTIME AND PRODUCTIVITY AT ALLIANDER

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Customer Success Story: Large Utility Company

Utopia Solutions Resulted in Improved Asset Reliability, Increased First Call Resolution and Greater Customer Confidence in Service



Large Power Generation,
Transmission and Distribution
Company



Customer Situation

This large utility has over six millions customer connections and manages over 100,000km of cable and 50,000km of gas pipeline, creating both a diverse and expansive asset landscape. Following the acquisition of a new customer base, the company rapidly sought solutions to improve data quality in the asset register, the central repository of asset data across the grid. Company leadership required solutions that would allow them to reduce maintenance costs and regulatory risks by completing missing technical data, such as material or construction year, for all assets with high accuracy. The company also wished to move away from purely rule-based solutions for managing the quality of asset data that are time-consuming, unable to detect unknown patterns, and require tremendous expert involvement.

Solution

- Implementation of SAP EAM Master Data Governance solution extension by Utopia, establishing a standardized, predefined central data model with rules definition across asset management operations
- Data mining and R programming techniques, to identify patterns, extract regularities from the data itself, and complete missing asset data automatically
- Machine learning data cleansing and enrichment to prepare data prior to MDG-EAM implementation
- Validation of EAM master data creation, change and deletions against the rule definitions
- Proper authorizations to ensure security and workflows for EAM master data request, audit and approval processes for EAM object creation, change and deletions (single and mass)

Realized and Expected Benefits

- Reduced annual spend for asset maintenance by nearly 2%
- Eliminated regulatory penalties for asset related failures
- Increased first call resolution by 25%
- Reduction of EH&S risk
- More efficient and accurate future asset planning

For more information on all Utopia solutions visit: <https://www.utopiainc.com/software-solutions>

CUSTOMER SUCCESS STORY: LARGE UTILITY COMPANY CUTS MAINTENANCE COSTS

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