



# Sumter Utilities Improves Safety Records



## The Big Picture

Sumter Utilities delivers high-quality construction services, products and total electrical systems integration. As such, Sumter’s field engineering team is the backbone of their business, so keeping them safe is crucial. With a goal of sending people home safe, Sumter made a major culture shift backed by a robust digital transformation.

### Applications Deployed:

- Job Training Safety Audits (JTSA)
- Crew Inspections
- Document Management
- Equipment Transfer
- HR
- Receipt Capture
- Equipment Service Request
- Customer Notification

### Mobile Devices Supported:

- iPhones & iPads
- Android phones & tablets
- Panasonic Toughbooks
- Windows Surface tablets

“ The work we’ve done with MobileFrame’s platform ensures our employees go home to their families safely each night. This can be a dangerous industry, but we’re leading the way to reduce risk every day. ”

- Danny Murrow, Sumter Utilities Manager

## Who is Sumter Utilities?

For more than 75 years, Sumter Utilities has served as the power contractor of choice for investor-owned utilities, electric cooperatives, and municipalities. Sumter Utilities delivers high-quality electrical construction services, products, and total electrical systems integration. This includes the construction, maintenance, and modification of overhead transmission lines, overhead & underground distribution lines, as well as solar power cell fields.

The common thread in all of these offerings is the mobile field worker team at Sumter Utilities, whose safety is paramount to their effective delivery of services. When Sumter Utilities sought to grow their business, their goal was to also increase their safety outcomes across the board with real-time, accurate data.

## Sumter’s Utilities Challenge – Sending People Home Safe

Employee safety is extremely important to Sumter Utilities, so the company wanted to invest accordingly in the tools, training and mobile applications to create a “safety-first” culture aimed at bringing people home safe every night from their job.

In the past, safety audits were done on paper and filed away with no real way to analyze data and incident patterns. As part of a culture change, they decided to embrace these audits as a means to better understand what was really happening in the field. They wanted real-time insight into workplace injuries so they could better understand how employees could be injured, and how to stop it. This meant safety issues had to be documented as they occurred and the data had to be disseminated in a way that was easy to understand so critical decisions could be made every day. Collecting data with the paper forms and spreadsheets they’ve been using made it impossible to see daily activities as they occurred.

Sumter's leadership recognized that a digital transformation was the key to making a real impact, so they formed a digital success team lead by Danny Murrow. Danny has deep knowledge about the daily challenges in the field and is responsible for the continuous education & overall safety of field employees. Sumter Utilities teamed with technology services provider G/S Solutions to bring the solution to life with mobile apps that were designed to the exact requirements the company needed. G/S Solutions has over 20 years of experience automating field forces with mission-critical mobile apps, rugged hand held computers, tablets, and Mobile Device Management solutions. G/S Solutions is a premier MobileFrame Development Partner who specializes in creating custom applications for utility and utility contractors to streamline their operations.

## The Solution – Custom Apps from G/S Solutions and MobileFrame

Working together, Sumter Utilities and G/S Solutions used the MobileFrame platform to develop a set of robust, multi-UX applications that bridged the gap between the back office and the field. The apps have brilliant user interfaces and were developed in a fraction of the time it would take to build apps using traditional solutions. MobileFrame's platform allows for an agile development methodology so G/S Solutions could quickly replace laborious paper forms, spreadsheets, and emails with mobile apps that the field loves. Examples include:

**Crew Inspections:** Safety/Management/Crew Foreman can now perform visual inspections of work sites, including crew members and equipment, to ensure safety protocols are being followed. This can be as granular as tool condition and the presence of safety-specific clothing gear. Inspections deemed to be outside of norms can be documented as needed and used to initiate a remedy plan.

**Job Training Safety Audit (JTSA):** JTSA's are specific to job types and tasks, which are performed hundreds of times a day in the field. Sumter has set up the JTSA's to provide collaborative discussion topics designed to review the tasks completed and any potential hazards encountered. This allows foreman to employ a predictive model to share necessary precautions to ensure safety on a daily basis. Crew members are required to affirm their review of the precautions by signing off on their tablets for each JTSA. Information is added throughout the work day which continually improves the data and predictive capabilities.

Data from the field is immediately available to Sumter Utilities' leadership and their customers, so everyone can make real-time, critical business decisions that ensure the company is firing on all cylinders. G/S Solutions continues to deliver innovation by making changes to the apps in lightning fast speed as soon as they receive the request. This digital transformation and fast-paced evolution of their apps has streamlined Sumter Utilities' operations while also standing out as an innovator with a competitive edge in the industry.

“ We're certain that our approach to documenting safety issues with our MobileFrame apps have actually saved people's lives because we now have the data to analyze what date and time an action was taken and where the employee was standing on planet Earth at the time. That's very powerful stuff. We've created deep awareness with the field crews now about safety, which has made us better as a company.

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- Danny Murrow, Sumter Utilities Manager

To learn more about the MobileFrame Platform, visit [www.MobileFrame.com](http://www.MobileFrame.com)

## The Results – A New Culture & New Business Opportunities

Sumter Utilities quickly saw a staggering improvement in efficiencies from their digital transformation. The safety apps has made their field workers collect inspection data more efficiently and the leadership team can predict safety issues before they impact employees and projects.

**Platform for any app, any requirement:** Sumter Utilities continues to reimagine their business processes and they've now deployed many apps that had been on their to-do list for a long time. Receipt Capture and Crew Clothing Tracking are just a couple of apps they've deployed that have rejuvenated the way they do business. They have plans to transform every manual process across the company into modern mobile apps.

**Widespread adoption:** The field force has readily bought into the new technology because they can focus on doing the best job possible instead of wasting time doing paperwork. The centralized view of all operations allows executive leadership to implement best practices based on data trends, so they want to deploy even more mobile apps across the enterprise.

**Cross-platform support:** Different jobs require different devices. MobileFrame's "write once, deploy anywhere" approach to mobile app development means that Sumter Utilities can deploy to any device regardless of OS, without the need to create and maintain separate code bases for each.

**Culture shift:** Sumter Utilities transformed from a company that relied heavily on paper based processes to one that has deployed cutting edge apps to the field. Their proactive, safety-conscious organization's focus on comprehensive safety audits has resulted in **15-20%** fewer incidents. At the same time, they were able to double the size of their mobile workforce while driving down the number of incidents in the field.

**Proactive safety through prediction:** With access to real-time data from the field, Sumter Utilities is able to quickly analyze safety trends and effectively predict safety issues before injuries occur.

“ Our new mobile safety program has won us jobs where we competed against other contractors who had similar processes to us. This has been that little push that we needed to get there and win the business. ”

- Danny Murrow, Sumter Utilities Manager



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