

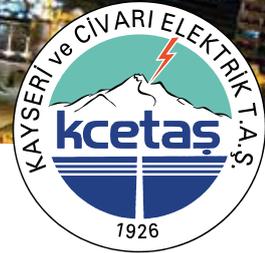
Project Work: PowernetMaestro – KCETAS

How productivity and customer satisfaction got much better with an innovative electricity distribution company and integrated Basarsoft solutions and data?

Customer: KCETAS as of 2013, 610.000 subscribers, 546 employers, 50 million dollars turnover. Energy provider in the Kayseri region, which is in the center of Turkey.

Job description: Generating integrated solutions with all network activities on a single screen, network and customer relationship, illegal use detection with daily operation, strategic planning with related viewing of all data.

Solution: Monitoring, analyzing, planning and accessing data easily by creating an instantly updatable system with Basarsoft's scalable GIS environment.



Abstract

As electrical energy is an indispensable part of daily life, it is also the key to industrialization and production.

Kayseri is one of the big and well-established cities of our country. Also, it is a large industry with many leading industrial establishments and factories of Turkey.

KCETAS is Turkey's first private electric distribution company. KCETAS follow the latest technologies to monitor and manage infrastructure inventory in order to provide better service to its customers.

Goals and Duties of the Institution

- Faster and better service to customers
- Effective use of resources for critical needs and improvements
- Smart management of electricity grid and subscribers
- Effective management of maintenance, investment and renewal processes
- Inventory and infrastructure management
- Efficient data sharing for users

A sustainable GIS system requires management of large infrastructures and good customer service. Getting the job done and keeping data up to date are separate processes. Instead of repetitive high-cost field operations, a system that can be updated and offers faster and better solution is targeted.

Electricity Infrastructure GIS System

Customer Profile
Kayseri Electricity Provider

 PowernetMaestro



A database without the necessary details shown on the map affects field operations. Also, detailed reports that should be submitted to the competent authorities in the energy market are needed.

Başarsoft Solutions

Basarsoft has developed EDABIS GIS solutions integrated with other systems and customized for the company since 2007.

Basarsoft developed a field data collection software called EDABIS SAHA and KCETAS used this software to collect electrical grid, addresses, buildings and subscriber inventory. Transformers, poles, cables, subscriber connections and home addresses of customers were collected. All electrical inventory labeled and numbered.

EPDK (Turkey Energy Market Supervision Agency) officials remotely access the system and monitor all investments live.

EDABIS is designed to work on a central database and integrated with all systems and stages in its area of responsibility. All subscribers, those in the city center first then surrounding counties and small regions marked on the map step by step.

All teams working in the field can update their work on the system easily.

All subscribers by portal addresses and electrical addresses has been mapped.

Results and Achievements

With subscriber and network integration, each subscriber's electricity consumption has been mapped and analyzed. The illegal electricity usage rate has been reduced up to 8%. For planned and unplanned maintenance – repairment operations, customer list and types can be easily accessed. Easy planning is provided so that critical facilities such as hospitals and industries do not experience power outages. Also, by sending automatic SMS messages to the to the other subscribers affected and providing real status information to call center personnel, customer satisfaction is increased.

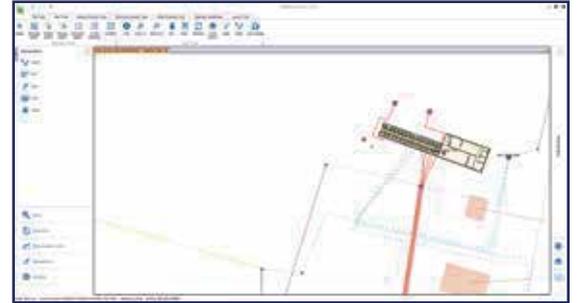
Electrical analysis for engineering studies and planning is now can be done easily and accurately. Data reliability has been maximized. In data update, with authorization and control mechanisms, user errors are minimized. Fast and accurate analysis and reports for management and institutions are provided.

Highlights

- 1-GIS system established for the first privatized electricity distribution company
- 2-First live electricity – GIS system
- 3-First GIS – CRM integration
- 4-First GIS – AMR integration
- 5-First GIS – Maintenance integration
- 6-SAP PM integration
- 7-First SMS system for the power outage affecting customers
- 8-Automatic reporting to the competent authority submission
- 9-Minimum dependence of the customer to the firm

 MapInfo Pro

MapXtreme



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