



WORKFLOW MANAGEMENT SYSTEM

The northern European IT company Tieto has been developing many IT systems for its customers for 50 years. Among others, the Tieto Smart Utilities system has a number of modules that provide customers with variety of functionalities (Billing, Asset Management, Resource Management, Meter Automation, etc.). QBSW and Tieto are cooperating to develop one of these modules – the Workflow Management System (WFE - Workflow Engine).



It is a solution which manages and monitors the status of activities and manages the flow of information, events, and tasks. Users of this solution include Sweden's energy giants EON and Vattenfall. The cooperation between Tieto and QBSW is not accidental – it is taking place thanks to a number of positive experiences and past projects.

WHAT WAS THE ISSUE?

Tieto contacted us with a particular vision, with limited time for its implementation and demanding technological requirements. In the Tieto Smart Utilities system, it was necessary to replace old technologies with new ones and fundamentally modernise processes. As a result, processes will work in cloud

systems and their management in the distribution area will be automated. Another of Tieto's major problems consisted of the capacity options associated with the shortage of qualified professionals who could address the issue.

WHAT ARE THE RESULTS OF OUR COOPERATION?

The module we are developing serves to manage the processes of energy companies in the field of energy distribution. Thanks to our interventions, the energy company no longer has to deal with a number of its paper processes. Instead, they enter a ticket system. While some of the modules collect data, the module that we develop in QBSW schedules service interventions and monitors their current status and implementation. On the basis of the data sent, we are able to detect the occurrence of a potential problem and the energy company schedules the time and the work in the system to be undergone by the process. The result of the service intervention is then reported to the system. All of these processes are done automatically thanks to our module.

This is a relatively complicated, but important module without which the system could not function in such a way and as reliably thanks to our cooperation. At QBSW, we were able to immediately respond quickly and flexibly to the problem by teaming up with experts from a number of developers and analysts, and in a relatively short time to begin delivering the service. For Tieto, we have secured the necessary number of experts and business analysis, helped with technological problems at the database level and in the area of software development, and delivered the outputs in the required time, quality, and budget.



BUSINESS INQUIRIES:
Peter Augustinič, CSMO
e-mail: augustinic@qbsw.com
phone: +421 907 828 282

