



## **Silicon Valley Power completes successful implementation of Automated Work Force Scheduling with CrewManager.**

**Over 600 jobs scheduled in 2 months.**

**Santa Monica, CA Jan 10, 2005:** Silicon Valley Power (SVP, the Electric Utility of the City of Santa Clara), has successfully transitioned to a fully automated system for managing its entire workforce using CrewManager software from Unique Business Systems ([www.unibiz.com/cm](http://www.unibiz.com/cm)).

CrewManager is pivotal to increasing utilization and productivity of the workforce at SVP. The teams are more effective because of the complete visibility of jobs in the pipeline and their status, leading to forward planning.

The utility is already seeing the benefits of using a central system to plan, prioritize and schedule jobs. In addition, the visibility of jobs alongside workforce schedule and availability leads to improved coordination, communication and overall effectiveness.

SVP has further automated project planning by creating templates for various types of jobs. By specifying key variables the template automatically builds the job plan and an optimal timeline for completion.

The intuitive interface of CrewManager makes it very easy to use – schedulers drag and drop jobs to the available resources. The automated rescheduling features of the system make it the perfect system for utilities that have a mix of planned jobs and reactive/emergency jobs. After years of manual methods of assigning crews, the automated system is a quantum leap.

SVP is using CrewManager to:

- Effectively manage the entire utility work-force and not just field crews
- Streamline operations with transparency across divisions
- Create more accurate benchmarks and estimates
- Accurately plan by creating and tracking an Annual Operating Plan
- Improve Customer Service through faster completion and status updates.

**About CrewManager™:** CrewManager is a work-force automation software designed for the unique needs of utilities. It has been developed by Unique Business Systems, a Santa Monica based software company. Other utilities using CrewManager include Southern California Edison, Turlock Irrigation District and Marietta Power. More information at: [www.unibiz.com/cm](http://www.unibiz.com/cm)

**About Silicon Valley Power:** Silicon Valley Power (SVP) is the municipal electric utility of Santa Clara, CA. Established in 1896, SVP connects over 49,000 meters through 450 circuit miles. The utility manages about 460 MW of peak load and has approximately 150 employees.

### **CONTACT INFORMATION**

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