

MINIMIZING POWER OUTAGE TO PREVENT PRODUCTIVITY LOSS FOR AN ELECTRONICS COMPANY

BUSINESS CONTEXT

A Leading battery manufacturing energy company faced significant productivity losses due to frequent power outages. On average, the company experienced 6-8 hours of power loss per incident, occurring once a month or once every two months. This resulted in approximately 12 hours of lost production time across six incidents. The existing process for managing these outages involved manual communication via text messages to ascertain the status and stage of each incident, which was inefficient and contributed to the delay in resolution.

CHALLENGES

The primary challenge was the substantial productivity loss resulting from the power outages. The manual, text-based communication system in place for status updates was slow and unreliable, leading to delays in addressing and resolving the power disruptions. This inefficiency translated into significant production downtime, directly impacting the company's bottom line.

- Productivity Loss: 6-8 hours per power outage incident.
- Frequency: 1 incident per month or once every two months, totaling 12 hours of production loss over six incidents.
- Current Communication Method: Manual text messages for status updates.
- Objective: To reduce power loss by 3 hours per incident, aiming to decrease total downtime to 18 hours and increase battery production.



SOLUTION

To address these challenges, iLink helped the Energy company to use a Power Disruption Recovery App.

Developed a mobile app for departments to report outages directly from the field, including details about the location, severity, and estimated resolution times. The app also allowed users to report outages and view real-time updates.

OUTCOMES

The implementation of the Power Disruption Recovery App led to several positive outcomes:

- Improved Response Times: The time to identify and respond to outages was significantly reduced, minimizing disruption durations.
- Enhanced Customer Communication: Customers received timely and accurate information about power disruptions and restoration efforts, leading to higher satisfaction levels.
- Increased Operational Efficiency: Automating the management of power disruptions streamlined processes, reduced manual workloads, and minimized errors.

TECH STACK

Microsoft PowerApps



Azure Active Directory



Microsoft Teams