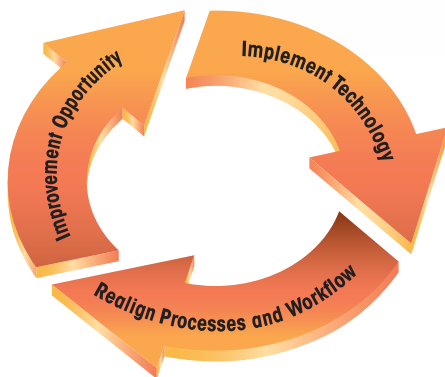


A Web-Based Utility Assessment and Analysis Tool



Key Features

- Business Process Effectiveness
- Organizational Focus and Alignment
- Infrastructure Evaluation
- Industry Best Practices
- Financial Performance
- Management Practices
- Technology Readiness
- Customer Insights

For Utility Self-Assessments – Use the Right Tool

UtiliWorks Insight™ is a performance improvement tool for water, gas and electric utilities. Insight™ utilizes web-based technology and a set of established "industry best practices" to assist the utility in learning about their current reality related to infrastructure, processes and behaviors.

Designed by UtiliWorks Consulting, UtiliWorks Insight™ integrates over 20 years of industry knowledge and management expertise. Insight™ operates on the Neurametrics platform—a powerful analysis and data presentation engine.

Break Through Barriers for Improved Communication

UtiliWorks Insight™ reveals behavioral data from the web-based surveys that are taken by an audience of executives, managers and front line personnel. A unique software engine is used to interpret and present the data, allowing utilities to:

- Evaluate performance
- Determine improvement opportunities
- Identify long-term business risks
- Understand specific performance gaps
- Recognize workforce productivity based on direct employee input

... Resulting in major cost savings and improved performance

UtiliWorks Insight™

To Find the Answers You Need – Ask the Right Questions

A web-based survey is taken by the utility-selected group of employees and customers. The survey is recorded anonymously to encourage honest and accurate responses.



Inputs

Behaviors
Standards
Best Practices
Processes



Outputs

Dashboards
Performance Gaps
Demographic Sort
Multifaceted Analysis

Revealing Root Causes and Advancing Performance

After all the participants have completed the survey, a sophisticated report engine is used to interpret the data. A dynamic presentation using an array of user-friendly charts, graphs and other forums is automatically produced from the survey results. UtiliWorks Insight™ offers tactful feedback in an easy-to-read format to reveal the utility's strengths and determine root causes.



Survey Participants by Department:

Executive management
Operations
Field Services
Engineering
Finance
Billing/ Customer Service
Maintenance
IT
Meter reading
Customers

Call Today for a FREE Demonstration

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UtiliWorks is a boutique consulting firm that specializes in providing professional services in the municipal electric, water, and gas utility space. Together with our clients, UtiliWorks advances business and technology solutions that strategically enhance utility operations.

www.utiliworks.com/insight.htm