Utilities & Power · UAE

A power utility made substation maintenance 35% more efficient across its service regions

A Dubai power utility put its substations, transformers and switchgear on preventive plans by date and runtime, and dispatches regional crews with checklists and planned shutdowns.



35%
better maintenance efficiency

AT A GLANCE

INDUSTRY
Utilities

REGION
Dubai, UAE

SIZE
Large enterprise, distributed network

LOCATIONS
Several service regions

FEATURES USED
Maintenance · Work · Insight

01 The client

The client is a large utility headquartered in Dubai, with distribution infrastructure across several service regions and a central maintenance function.

Its network relies on substations, power transformers, ring main units, switchgear and standby generators. Servicing them means outages to plan, crews to send and access to arrange, so a missed visit is hard to make up.

02 The challenge

Service schedules were kept in spreadsheets per region, and history sat with whoever had done the last visit. Due dates slipped without anyone at head office seeing it.

- Service timelines were missed, raising the risk of faults on the network.
- Problems found in the field took too long to reach planners.
- Each region scheduled differently, so workloads could not be compared.
- The history of a transformer or switchboard was hard to piece together.

03 What they set up in Asset Infinity

The utility moved network maintenance into Asset Infinity, with each substation and its equipment in the register and service plans attached to the equipment they cover.

Maintenance

Plans by calendar and runtime

Switchgear and transformers are serviced on dates; standby generators on engine runtime. Each plan raises its work order when it falls due.

Maintenance

Shutdowns and permits

Work that needs equipment isolated is grouped into a planned shutdown, and the permit is issued before the crew starts.

Work

Crews dispatched by region

Work orders go to the crew for that service region, with the substation, equipment and checklist on their phones.

Insight

Schedule compliance by region

Dashboards show work due, done and overdue by region and equipment class, so planners act before a visit is missed.

04 How it works day to day

A planned visit to a substation now goes through these steps.

MAINTENANCE PLANNER

Attaches the plan

Each transformer, switchboard and generator has its service plan: on the calendar for most equipment, on runtime hours for generators.

GENERATOR TECHNICIAN

Records runtime

Runtime hours from each standby generator are entered as meter readings, which move its next service closer as the hours build up.

SYSTEM

Raises the work order

When a plan falls due, the work order is created for the right substation and region, with its checklist attached.

MAINTENANCE PLANNER

Plans the shutdown

Jobs that need isolation at the same substation are grouped into one planned shutdown to keep outages to a minimum.

CREW SUPERVISOR

Issues the permit

Before work begins, the permit to work is issued for the isolated equipment and recorded on the job.

FIELD TECHNICIAN

Completes the checklist

Readings, photos and a signature go into the checklist on the mobile app. A failed check raises corrective work.

REGIONAL MANAGER

Watches the schedule

Dashboards show overdue work by region and equipment class, so a slipping visit is rescheduled before it is missed.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Schedules	Spreadsheets per region	Plans on each piece of equipment
Generators	Serviced on guesswork	Serviced on runtime hours
Outages	Planned job by job	Grouped into planned shutdowns
Field findings	Slow to reach planners	Failed checks raise corrective work
History	Held by whoever did the last visit	Recorded on the equipment
Visibility	No view across regions	Due, done and overdue by region

06 How it rolled out

1

Practices and records. Existing maintenance practices were reviewed, and legacy service records moved onto each piece of equipment.

2

Plans set by region. Maintenance categories, schedule rules and region-wise workflows were configured for each service function.

3

Crews trained. Maintenance and operations teams had hands-on sessions, followed by regular reviews and improvement recommendations.

07 The results

- Fewer missed service dates across the network
- Service history held on each piece of equipment
- Better planning of shutdowns and crew time
- Faults found in the field reach planners as corrective work
- More reliable service to customers through timely maintenance

08 Why it worked

Intervals that fit the equipment
Calendar plans suit switchgear; runtime plans suit generators. Both run side by side in one schedule.

Fewer outages for the same work
Grouping jobs into a planned shutdown means customers see one interruption instead of several.

Safety on the record
Permits and signed checklists sit on the work order, so each visit shows it was done safely and completely.

09 Looking ahead

With every substation's equipment on a plan and every visit recorded against it, the utility's planners can see the work ahead in each region and keep crews on schedule.

The service history now kept per transformer and switchboard is the basis for the next step: adjusting intervals to the equipment that needs more attention and less to the equipment that does not.

See it on your own assets

A 30-minute demo, set up for a utility or infrastructure operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

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