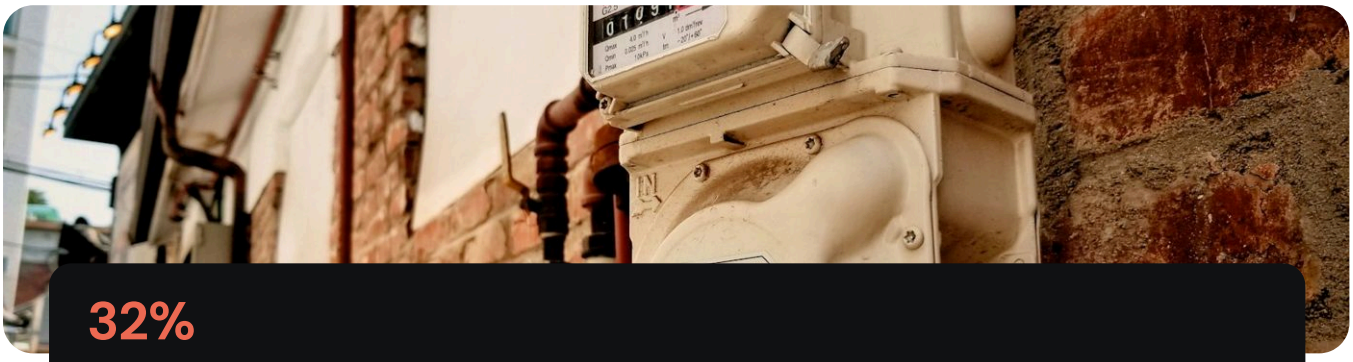
Utilities & Power · UAE

A utility cut resource wastage at its own depots and offices by 32%

A Dubai utility meters the electricity and water used at its own depots, workshops and service centers, checks every bill against readings, and follows up the sites that use more than they should.



32%
less resource wastage

AT A GLANCE

INDUSTRY
Utilities

REGION
Dubai, UAE

SIZE
Large enterprise, many operational sites

LOCATIONS
Several operational regions

FEATURES USED
Energy · Work · Insight

01 The client

The client is a large utility headquartered in Dubai, with operational sites in several regions and a central team responsible for how those sites use resources.

Its own depots, vehicle workshops, control buildings and customer service centers draw electricity and water around the clock. A utility is expected to set an example, and waste at its own sites is hard to defend.

02 The challenge

Consumption at the utility's own sites was recorded inconsistently, if at all. Bills were paid without being checked against readings, and no one compared one depot with another.

- Readings were taken on different days and in different units at each site.
- There was no view of which sites used the most or why.
- Leaks and equipment left running went unnoticed until the bill arrived.
- Without comparable figures, consumption could not be planned or targeted.

03 What they set up in Asset Infinity

The central team set up every site's utility meters in Asset Infinity, with readings taken on a schedule and bills recorded against the same meters.

Energy

A meter list for every site

Electricity and water meters are registered against each depot, workshop and office, so every reading belongs to a known site.

Energy

Bills checked against readings

Each utility bill is entered against its meter, so a charge that does not match the readings stands out before it is approved.

Work

Follow-up on unusual use

When a site's use jumps, the energy team raises a work order for facilities to find the leak, faulty valve or plant left running.

Insight

Use by site and region

Dashboards compare consumption and cost across sites and regions, with scheduled reports sent to each regional manager.

04 How it works day to day

Each reading cycle at the utility's own sites now runs this way.

ENERGY ANALYST

Registers the meters

Every electricity and water meter at a depot, workshop or service center is set up against its site, with its unit and reading schedule.

SITE SUPERVISOR

Reads the meters

On the scheduled day, the supervisor enters each meter's reading in the mobile app while walking the site.

ACCOUNTS OFFICER

Enters the bill

When the utility bill arrives, it is recorded against the same meter and period, alongside the readings.

ENERGY ANALYST

Spots the outlier

Consumption by site is compared with earlier periods and similar sites, and a sharp rise is picked out for follow-up.

ENERGY ANALYST

Raises a work order

Facilities receive a work order to inspect the site for a leak, a stuck valve or equipment left running out of hours.

FACILITIES TECHNICIAN

Finds and fixes the cause

The technician records the cause and the fix on the work order and closes it, so the next reading shows whether it worked.

REGIONAL MANAGER

Gets the monthly report

A scheduled report shows each site's consumption and cost for the region, with open follow-ups.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Readings	Irregular, in different formats	Scheduled readings from the mobile app
Bills	Paid without checking	Recorded against meter and readings
Waste	Found when the bill arrived	Followed up with a work order
Comparison	No like-for-like view of sites	Use by site and region on one dashboard
Field effort	Repetitive manual monitoring	One reading round per cycle
Planning	No reliable usage data	Consumption history for every site

06 How it rolled out

1

Current practice reviewed. The team reviewed how each region recorded usage, then moved legacy usage records into one place.

2

Tracking rules configured. Usage categories, reading schedules and region-wise workflows were set up for each monitoring function.

3

Site teams trained. Operations and field staff learned to take readings in the mobile app, backed by a support plan with regular reviews.

07 The results

- Comparable consumption records for every operational site
- Bills checked against readings before they are paid
- Unusual use followed up with work orders instead of discovered on the bill
- Less repetitive manual monitoring for field teams
- A basis for planning consumption region by region

08 Why it worked

Meters belong to sites

Tying each meter to a site makes every reading comparable and every bill checkable.

Numbers lead to action

A spike becomes a work order with an owner, so waste is fixed rather than just reported.

Regional managers see their own sites

Scheduled reports put each site's figures in front of the person who can change them.

09 Looking ahead

By putting every meter, reading and bill for its own sites in one place, the utility can now see where it uses resources, compare like with like, and act on waste within the month it happens.

With a consistent consumption history per site, the central team can set targets for each depot and office and see whether facility upgrades deliver what they promise.

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.

Book a demo

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