

A photograph of a large industrial facility, likely a power plant or refinery, at night. The scene is illuminated by numerous bright lights, creating a starburst effect. The facility features complex piping, scaffolding, and several tall, cylindrical structures. The sky is a deep blue, suggesting twilight. The overall atmosphere is industrial and active.

DAMOVO

Security for utilities
and citizens



Change Driver

In an emergency every second counts.

The role of a dispatcher at a power supply company is a key position when it comes to monitoring the infrastructure and keeping it operational. It is not uncommon for crucial decisions to be made in a matter of seconds to avoid causing possible damage to people and buildings.

If the processes are not precisely defined, wrong decisions can very easily be made – causing power outages, unhappy customers and potentially dangerous situations.



DAMOVO



DAMOVO



Damovo Approach

With our solution, in the event of a crisis or power failure the dispatcher is able to create a notification within a few seconds. This automatically generated message can be immediately routed to the management, technical department, PR department, police, emergency services, and any other relevant people – depending on the emergency.

Pre-recorded IVR responses and text messages are also deployed to inform customers of power outages.

The communication process is therefore completed very rapidly – ensuring a coordinated dispatch and response strategy designed to minimize disruption.



Customer Value

DAMOVO

How the **citizen** benefits

In the event of a power outage, it is very important that the affected citizens are informed promptly. For this purpose, text messages are created in real time in the call centre, pre-recorded IVR responses are activated for the affected areas, and estimated repair times are indicated on maps on the Internet.

An informed customer is a satisfied customer. Even after an outage, they usually express positive thoughts about the proactive response and crisis management of the energy supplier.

How the **company** benefits

In the event of a power outage the top priority is to restore service as quickly as possible. A co-ordinated, proactive response will help to both identify and fix the issue in a more efficient way.

Proactive communication to affected customers will also reduce the amount of incoming call traffic to both the dispatcher and the co-ordination centre – freeing up their time to concentrate on fixing the issue.

Ultimately the customer remains happy – which increases loyalty and therefore profits for the power supply company.