



SmartVideoNotes.

# Reimagining People Impact for a Better Planet & Profit

Accelerating Digital Transformation in Utilities to Scale Business & ESG Outcomes

# How 9 Utilities Achieved 9x ROI with Vyn SmartVideoNotes

Industry Challenges

Role of Digital

Balancing Business & ESG Outcomes

Client Success Stories

Vyntelligence Solutions

Get in Touch



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Euan Hampton  
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Eamonn Brownlee,  
General Manager ROI,  
Multinational Energy Provider

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## The biggest challenges Utilities face today

### Key Challenges

- 01 | Stringent pressure to meet Net Zero targets
- 02 | Shortage of skilled labour and expert resources
- 03 | Changing customer expectations
- 04 | Lack of insight & leading indicators due to poor data quality



*“Stronger policies and raised climate goals leading into COP26 are driving renewables to new records, but **faster deployment across all key sectors is needed to reach net zero**”*

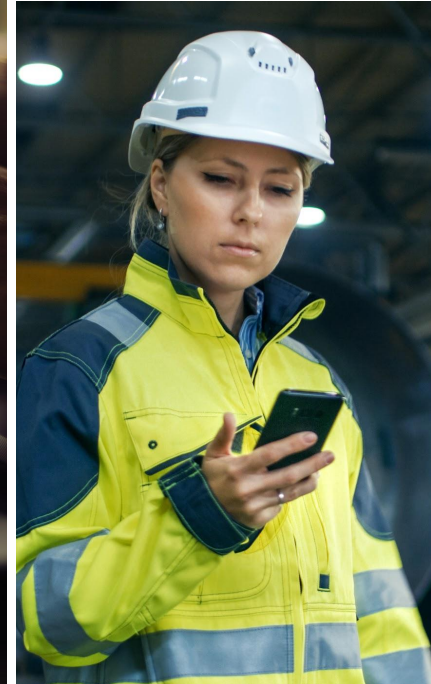
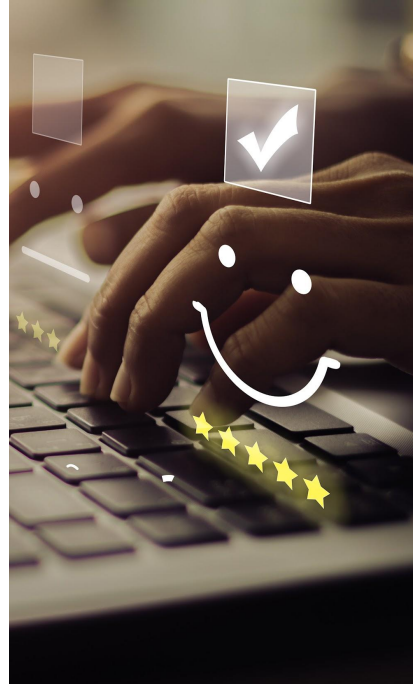
International Energy Agency, 2021

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## Scaling Digital transformation in Utilities with Speed

In the face of climate change and mass shortage of skilled experts, digital innovation has an important role to play in enabling strategic sustainability and people impact. Digital technologies have the potential to transform operations in Utilities, enable smarter use of resources, unlock new opportunities to drive efficiency and reimagine customer experience.

This compendium of success stories from Vyntelligence offers insight into how leading European Utilities have transformed their operations and customer engagement to realise significant business and ESG value – up to **85% reduction in lead times**, **7x growth in customer self-serve** and **achieving up to 9x ROI**.



# Self-audit and remote assurance with SmartVideoNotes offers a strong foundation to scalable digital transformation

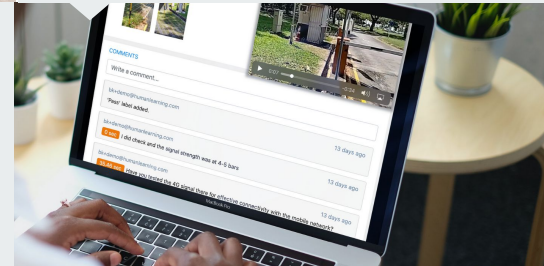
Vyntelligence (or Vyn), a short video and AI platform is creating financial, social and ESG value by digitally transforming frontline operations and customer engagement, capturing complex information as video data.



Our AI capability extracts value from this video data, captured as a guided self-audit report, to predict next actions, making it easier to get more done with fewer experts for remote assurance at scale.



Vyntelligence partners with Utilities and green energy companies that are investing significantly to build global infrastructure, address climate challenges and accelerate digital transformations.



USPTO patents granted for Smart Data Capture, Recommendation and Automatic annotation: U.S. Patent No. 10,067,987, U.S. Patent No. 10,089,365, U.S. Patent No. 10,346,459

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## ESG outcomes go hand-in-hand with smarter business outcomes

Reimagining People impact on Profit & Planet



**c2.5 million carbon miles saved** with potential to grow to c17 million within existing clients in 2023



**50% reduction in re-works**, eliminating waste and extra material demand downstream



**800,000 gallons** of water saved till date with potential to grow to 4m gallons in 2023 by addressing leaks faster



Estimated **10,000 site installs** in green energy, telecom and home energy appliances deployed with Vyn



Impact downstream supply chain with more accurate information on demand for parts and materials, therefore **reducing wastage and improving asset life** with timely issue identification



**Minimise risk of incidents** which in turn reduces environmental exposure risks e.g. in sewage or thermal plants, leaks or fires that can cause serious pollution and hazard risks

Success stories from 9 Utilities  
Business Outcomes

100%

reduction in triage at contact centre,  
improving customer response time

660+

hours saved in call centre calls,  
improving customer response times

>90%

customers liked Vyn's flexibility  
and ease of use

85%

reduction in lead times leading to  
faster service connections

20x

faster incident response time with  
improved coverage and safety culture

3x

improvement in quality coverage with  
Vyn's remote inspections

€550,000

worth of upselling opportunities  
discovered

€1m

saved within the first 12 months,  
representing 5x ROI

70%

site visits saved with new customer  
self-serve capability



Northumbrian Water wanted to **empower customers to perform self-assessments through digital field service forms**, avoiding in-person visits during the pandemic. With Vyn, customers report an issue using a **short, guided video captured on any mobile device** without needing to download an app. Vyn's **AI-powered platform automatically labels** the short video and integrates it into the customer service and planning workflows. The severity of each case is **remotely triaged and prioritised, ensuring optimal use of expert resources.**

**50%**

reduction in team handovers,  
improving workforce productivity

**32%**

reduction in field visits with  
detailed and guided visual  
evidence of customer issues

**100%**

reduction in triage at contact centre,  
improving customer response time



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“Switching to video intelligence saw many benefits. We found during the pandemic that with SmartVideoNotes, **we reduced field visits by 32%**. The best feedback we heard was from the field staff that they felt cared for.”

Nigel Watson, CIO, Northumbrian Water





Dŵr Cymru Welsh Water wanted to help customers **quickly and easily report leaks**, and better manage their expectations on the repair process. With Vyn, customers scan a **QR code that guides them to report an issue with a short video**, without needing to call a contact centre. Integrated with multiple channels & business systems, Vyn's **AI automatically labels** the short video and assigns it to a plumber who remotely triages the issue, ensuring the best use of expert resources.

24/7

digital self-serve gives customers flexibility to report issues whenever they want to

3<sub>WEEKS</sub>

to set up the remote triage and capability, seamlessly integrated with current business processes

660+

hours saved in call centre calls, improving customer response times and workforce productivity

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“By digitising the appointment process, we have been able to **minimise unnecessary visits**. This has not only saved our customers and plumbers time but has also allowed for our team to **work in a more sustainable way, cutting our carbon footprint.**”

Euan Hampton, Programme Manager, Welsh Water



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## Leading UK-based Water Utility

Our client, a leading water utility with over eight million customers, needed a video-enabled channel to engage with customers, improve customer experience and resolve issues quickly. With Vyn, customers click on the 'Report a Problem' link across the water company's website and record a short, guided video to report an issue. Vyn's AI-powered platform automatically labels the short video. The severity of each case is remotely triaged and prioritised, ensuring the best use of expert resources.

> 90%

customers liked Vyn's flexibility and ease of use

7x

growth in customer self-serve with new video-enabled channel available 24/7 on the website

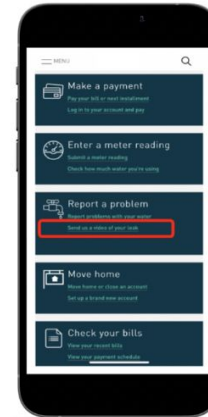
25%

issues mitigated upfront enabling instant categorisation and faster resolution

“We’re able to prioritise and get field teams to those who need us more urgently and make better use of resources. **25% of issues reported are being mitigated upfront,** saving visits and travel, especially with the price of fuel right now, and helping help customers faster”

Customer Inspector Pilot, Leading UK Water Utility

Link to report a problem with Vyn on the water utility's website



Show and describe the problem with Vyn SmartVideoNotes

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# Cadent

Your Gas Network

Cadent Gas needed visual insight from the site to resolve customer requests faster. Physical site surveys were time consuming, constrained the speed of new connections/mains replacement, impacting cost to serve and customer satisfaction. With Vyn, **customers are digitally auto-guided to show site information** with guided short video. Asynchronous collaboration with **image annotations, clever scene re-creation and searchable knowledge base** for desktop surveyors across divisions **enables timely remote resolution.**

100%

improvement in Day-2 Customer  
Complaint response

85%

reduction in lead times leading  
to faster service connections

0

aborts achieved leading to  
reduced replanning and waste

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“We’ve **reduced the lead times for customers** and we get the job delivered right the first time. Surveyors can do **double-figure jobs in a day**. By creating this remote surveying capability, geography isn’t a boundary anymore.”

Michael Lapper, Head of Customer Experience,  
West Midlands, Cadent Gas





Engie wanted to simplify their workplace safety processes, seeking to shift their safety culture from a rule-based checklist system to a more proactive safety mindset. Vyntelligence **simplified the risk assessment processes**. By enabling **rich multimodal data capture** and providing an **AI-enabled supervisory interface**, the client could review risks/hazards and **close the loop in near real-time**. With **greater visibility of Last Minute Risk Assessment and Safety Walks** for example, Vyn improved coverage, participation, and safety culture.

20x

faster incident response time

100%

increase in number of Safety  
Walk Reports

32%

increase in reporting of near  
misses



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“Vyn has helped us create **a proactive safety culture** and we continue to work to **reduce the risk of accidents**, because it is imperative to act collectively and individually.”

Pascal Renaud, COO, Water & Power Production,  
MESCATA, ENGIE



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## Leading Renewable Energy Multinational

Our client, a renewable energy multinational, wanted to enable a remote assurance capability with a lean team of experts monitoring and assuring works on its onshore wind construction projects. Vyntelligence digitised and standardised complex inspections using short, guided videos and dynamic checklists. Vyn's AI automatically labels the short video and categorises jobs based on priority, complexity and risk.

**3x**

improvement in quality coverage

**100%**

of site inspections can be done remotely, saving visits and cutting travel costs

**4** WEEKS

to deploy complex QA/QC inspections across multiple sites, enabling agile industrialisation

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“Vyn's AI allows you to start looking at what your recurring issues are and how you can fix them...Additionally, Vyn enables us to **upskill and multiskill our field teams** and make **smarter use of our limited human resources.**”

Operations & Strategy Specialist, Renewable Energy Multinational



Rich information capture and geo-map based searchable knowledge base with Vyn SmartVideoNotes

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## Leading Energy Multinational

Our client, a multinational energy provider, wanted to **digitally enable engineers** to record completed jobs on customer site visits and introduce a **remote supervision capability**. Vyntelligence **improved process efficiency by digitalising job completion cards**. Engineers are auto-guided to show and summarise the work they've completed in a short video. Vyn's AI-powered searchable knowledge base provides **clear visibility into all repair and servicing jobs in the field** with digital self-audit and job completion workflow.

€550,000

worth of upselling opportunities  
discovered

3x

Quality coverage without  
adding new resources

3 WEEKS

to deploy digital self-audit capability  
and onboard engineers remotely

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“Vyn allows us to capture the full picture of a job, from start to finish. It **makes servicing easier and streamlined for engineers on site.** From a quality perspective, we can see that the boiler service is being carried out like it’s supposed to.”

Eamonn Brownlee, General Manager ROI, Energy Services, Multinational Energy Provider





Our client, a global electric Utilities company, sought to improve service quality and customer experience for their energy services division. Vyntelligence **simplified and digitised diagnostic and job completion reports** with guided video data capture. **AI-enabled auto alerts** on quality & complexity of interventions were shared with the right teams. Real-time dashboards enabled **remote tracking and auditing of jobs** in the field. **Visual evidence on customer issues** created an improvement opportunity to **avoid unnecessary visits in over a third of the cases.**

€1m

saved within the first 12 months,  
representing 5x ROI

20%

improvement in customer  
experience

20%

reduction in cost field service cost by  
avoiding unnecessary site visits

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“Vyntelligence has delivered **5x ROI and NPS is up 20%** in the first 8 months. By continuing to harness **the power of digital video evidence and Vyn's AI-enabled prioritisation** for our operational teams, we expect to double that ROI in year 2.”

Pedro Ribeiro, Director, EDP Comercial



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## Leading Gas Distribution Network

Our client needed visual insight from the site to reduce aborted visits and improve customer response times. Physical site surveys were time consuming, constrained the speed of new connections and alterations, impacting customer satisfaction. With Vyn, customers are **digitally guided to show site information**. Asynchronous collaboration with image annotations, clever scene re-creation and searchable knowledge base enables **timely remote resolution**.

70%

site visits saved with new  
customer self-serve capability

£30,000

saved in survey costs in 6  
months

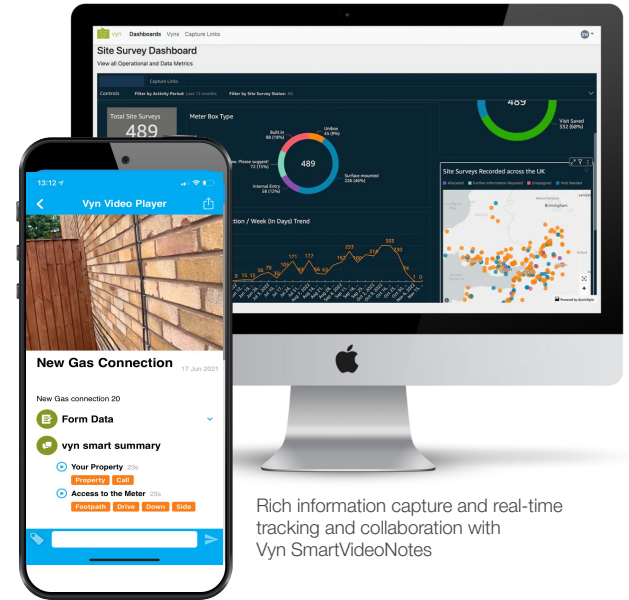
30<sub>MINUTES</sub>

time it takes to raise, survey and  
receive a quote for a new connection



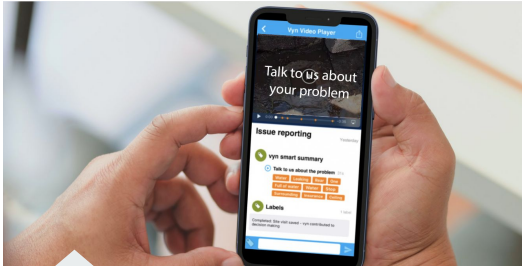
“A vulnerable customer needed an alteration urgently. Instead of waiting for potentially 11 working days for a quote, with a Vyn link, **the quotation was raised, surveyed, and sent within 30 minutes.**”

Head of Customer Service, Gas Distribution Network

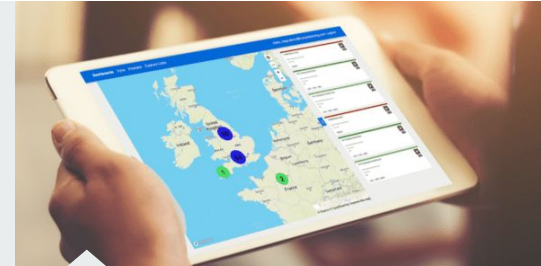


Rich information capture and real-time tracking and collaboration with Vyn SmartVideoNotes

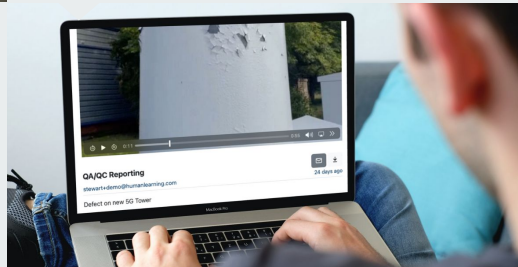
# How Vyntelligence works: Get more done, right first time, safely and sustainably



Asynchronous collaboration with image annotations, clever scene re-creation and a searchable knowledge base automatically categorised for remote experts to ensure timely remote resolution.



Users can capture complex information in the field as short videos in minutes on their smartphones. Vyn's AI extracts value from this video data to predict next actions.



A supervisory dashboard with auto tags, geo-location and searchable video data enables collaboration between teams and a seamless flow of visual information and relevant data.

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## Digital 'eyes and ears' for your operations and early 360° visibility, enabling timely actions with Vyn SmartVideoNotes



**Simple.** Fully personalise Vyntelligence to fit your workflow with zero code. Vyn requires no hardware other than a smartphone and can be accessed offline and in multiple languages.



**Dynamic.** Lower cognitive load for users with the right questions at the right time of the work process so your remote experts can do more with Vyn's automated supervision algorithms and active dashboards.



**Secure & Scalable.** End-to-end data and privacy protection ensures information remains totally secure. Can be seamlessly integrated into any business system.



**Seamless Integration.** Vyntelligence's open API architecture offers out of the box integration with Salesforce and AWS and further supports integration with enterprise work & asset solutions such as IBM Maximo, SAP and Oracle.

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## Prioritise and automate supervision with Vyn AI



**Automated Alerts.** Vyn AI understands your data to identify high-priority items, focusing your attention where it matters – Enhancing work quality and increasing safety on site.



**Assisting Regulatory Compliance.** Vyn AI captures and analyses video, speech and form data, validating against compliance criteria, automating compliance reviews and flagging non-compliance for intervention.






**Automated Triage.** Vyn AI automatically identifies and categorises site attributes, eg. environmental and access issues, providing field teams with dynamic next best actions at the same time as creating a permanent searchable knowledge base of your locations.



**Benefits for All.** AI recommendations simplify review and approval cycles, including next best action guidance in a timely manner. Benefit from past experiences to gain insights and share knowledge, upskilling non-experts.

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## Happier customers, colleagues and contractors with Vyn SmartVideoNotes

-  **Customers.** Say goodbye to long call centre waiting times. Easily report issues or request new connections digitally with Vyn SmartVideoNotes. Enable technicians to avoid unnecessary travel while improving customer experience.
-  **Field Engineers and Supervisors.** Customer issues automatically routed to specific teams for timely resolution. Collaborate with multiple parties. Clear annotated and AI-enabled decision aides increase visibility of every job. Triage issue and take next best action – right first time.
-  **Management.** Tailored dashboards give insight and trends on operational performance, by asset type, team, or region. Irrefutable evidence with geo-tagged maps creates visibility and transparency throughout the lifecycle of a job. Vyn AI with speech analytics and computer vision prioritises work and automates supervision.

### Vyn Solutions

Vyn in Construction,  
Installation &  
Commissioning

Vyn in Customer  
Self-Service

Vyn in Safety &  
Asset Management

# Win with Vyn in the Race to Net Zero

1. Get more jobs assured & accepted with fewer experts with Vyn Remote QA/QC
2. Faster new connections with Vyn Customer Self-Service
3. Proactive safety culture with Vyn Occupational Safety

Start your **2-week free trial** today, choose from any **1** of the **3 Vyn Solutions** above!



Learn more about Vyntelligence



Talk to an expert



Request a personalised demo