



Mobile Business Processor

Transformation Enabler on
the Digital Utility Platform



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Greenstar Technologies Digital Utilities Platform

Introduction

Digital transformation is at the forefront of power industry. Renewables, distributed generation and smart grids demand new capabilities, triggering new business models and regulatory frameworks. Data collection and exchange are growing exponentially, creating digital threats; but creating valuable opportunities. The customer engagement is shifting to the online channel; the Internet of Things (IoT) promises new products and management options both for the utilities and the customer. Entrants from the digital economy are disrupting the industrial landscape, while governments and regulatory bodies seek to encourage smarter measuring systems and greener standards for generation, distribution and consumption.

The utilities of the future will adapt to a fully digital system. This means that today's utilities have to implement digital transformation to their organization and business ecosystem. This can begin with quick moves to improve efficiency and expand the customer base. As the transformation builds momentum, it will open deeper digital opportunities across a wide field, along the power-industry value chain, from generation to integration with smart city ecosystem and the customer.





Greenstar Technologies SurgeCloud digital utilities platform is an open, secure, scalable and flexible IoT platform that can help shift the way utility services operates. It creates digital enterprises that can redefine the offerings and deliverables of utilities. It is designed to unlock added value and maximize efficiencies from advanced metering infrastructures combining intelligent endpoints, communications, software and applications. It is a comprehensive connectivity platform for utilities of all sizes of new data-driven use cases and business models. The platform facilitates utilities to master their present and future challenges in providing grid flexibility, resilience, real time management and analytics functions for operations and service delivery optimization. It provides customer and stake holder ecosystem engagement enabling, digital lifestyle integration and security bringing new revenue models in the smart city eco system.

It leverages intelligence at the grid edge and across distribution systems for more efficient management of energy capacity, the integration of renewables and enhanced consumer engagement. Incorporating our deep understanding of utilities. The platform enables customers to implement business growth opportunities and provides a seamless path towards delivering smart city functionalities.

The capabilities of our platform are revolutionized by the integration of the Mobile Business Processor (MBP) to the platform.



▶ Mobile Business Processor

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The Digital Workforce

The digital workforce enables a variety of automated solutions for driving productivity and process efficiencies in the business environment. The digital workforce will not be a physical embodiment of a digital worker; rather a virtual software agent that will either be working in the background or accessed by the user and his eco system through an interface. These are autonomous Artificial Intelligence/ Machine Learning (AI/ML) powered self-contained system agents having assisted / self-learning capabilities to enhance digital transformation.

For businesses, adoption of **Mobile Business Processor (MBP)** allows:

1. Digitization of repeatable business processes
2. Optimizing deployment of costly physical workforces and processes
3. Cloud-based virtual agents for anomaly detection and process compliance
4. Functional tools for virtual/remote assistance

Greenstar Technologies, Mobile Business Processor, is an intelligent platform that allows customers to advance digital adoption rate by reallocating to focus on value-added activities.



Many organizations are yet to adapt digital transformation. Most have seen technology overhead as a distraction and continues to employ people, both onshore and offshore, to execute repetitive and manual operations which has not been addressed by enterprise applications.

Digital transformation is no longer beyond the reach of operational teams, with MBP tools, activities of users can be tracked and recorded and turned into digital processes through simple configuration activities. Support of these (virtual assistance, training, easy adoption tools) digital processes can also be maintained by operational teams, reducing the dependence on IT for the solution.

Beyond the simplicity of MBP implementation, there is a range of other benefits which result from digital transformation across industries:

1. User satisfaction
2. Process efficiency
3. Accelerated information flow
4. Real-time process adjustment
5. Data quality
6. Continuous improvement
7. Ability to scale and deploy rapidly

Per Gartner predictions:

- By 2024, three-quarters of large enterprises will be using at least four low-code development tools for both IT application development and process/citizen development initiatives.
- Low-code application development will be responsible for more than 65% of application development activity.

Greenstar Technologies MBP platform is low code more precisely “No Code” development IT/OT platform.



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Core Principles of Mobile Digital Processor (MBP) Platform

MOBILIZE

Mobilize your workforce. Give your workers everything they need to get the job done via an application. They get easy access to the schedule of work, job details, full supporting documentation and can update their progress in realtime. Being a mobile application, the experience is simple, familiar and it is all about empowerment of the workers.

MBP tools enhance the dynamic engagement of their end user (customer) by sharing data insights in real-time enabling the customer to be part of the digital transformation. This enables utilities to derive new revenue models and become part of the smart city eco system.

Greenstar Technologies MBP Platform provides tools to define and design the application lifecycle management. Role-based access control and privilege management are key features of the platform. The solution empowers customers in defining software agents for process compliance, anomaly detection and business process improvement.



Fig 1: MBP App Designer



Fig 2: MBP Mobile Application

Our flexible application builder can be used to build mobile apps tailored to fit any defined process and workflow automation without any technical expertise. These apps will work with Android, iOS and Windows powered terminal devices and mobile phones. Our functional tools enable real-time communication with the field staff and subject matter experts located in remote locations.

OPTIMIZE

With adaptive workforce scheduling, utilities/customers will be ready for digital transformation. They will be able to build an effective schedule and rules for the transformation. Smarter scheduling means transforming service quality, maximizing time utility, avoiding time wasted by travel disruptions and sending wrong people to jobs generating a sizeable reduction in operational cost.

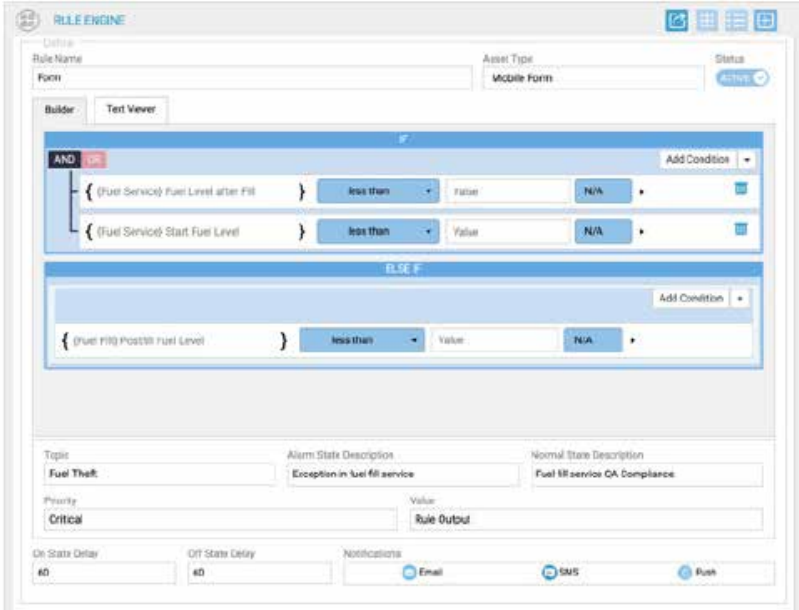


Fig 3: Adoptive Rule Engine





ANALYTICS AND BI

The data generated as the teams undertake their work in the field has real value. Every action they record, every task they complete, every journey between locations can be used to improve the service utilities deliverable. Analytics will help to capture and make sense of this information – giving you everything you need to deliver operational excellence, now and in the future.

INTEGRATION TOOLS

The MBP platform empowers the customer with reports and business insights in the form of dashboards in near real-time. The MBP also provides tools for integration with back-office systems and cloud services



Fig 4: IoT Technology Stack



SYSTEM AGENTS

Greenstar Technologies autonomous AI/ML powered self-contained system agents have assisted and self-learning capability to enhance business digital transformation.

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Unlocking Digitization Potential with MBP Platform

MBP platform empowers utilities in managing their business processes based on pre-defined business rules, combining with new capabilities offered by natural language processing. Artificial intelligence technologies creates digital workers, who are empowered to automate complex tasks, analyze and develop real-time business strategies. Adopting MBP results in optimization of valuable human resources strategies, empowering them with real time decision-making tools that can transform the operational and functional efficiencies of utilities.



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