

The power of visibility:

How a smart metering firm has ensured compliance and boosted performance



Leading smart metering and digital services provider, Bluecurrent, is using PTC's ServiceMax suite to manage field service & support across Australia.

Bluecurrent is a smart metering and digital services leader serving Australia and New Zealand. The company has over 2.7 million electricity, gas, and water meters in operation as part of its mission is to "unleash smarter futures" by giving customers real-time, actionable data to manage energy use and sustainability goals. With rising electrification, evolving regulations, and large, often remote service areas, ensuring reliable, efficient field service is both critical and increasingly complex.

"ServiceMax works closely with us to make our goals happen, and we enjoy sharing the successes and learnings with them along the way," says Mike Hendry, Chief Technology Officer.

Challenge: Visibility, compliance and first-time fixes

Bluecurrent's customers include some of the region's largest energy retailers and network operators, who face mounting pressures to reduce emissions, improve energy affordability, and ensure uninterrupted service. To support these goals, Bluecurrent must deliver data reliably, ensure technician safety, and adapt quickly to regulatory changes. Accurate data is essential to providing industry leading service excellence in a heavily regulated environment while also enabling technicians to respond quickly to change requests and emergency events.

With Bluecurrent processing more than 2 billion data intervals daily on its metering intelligence platform, the overarching demand is that any data collection and management must ensure field service provision remains safe, increases efficiency, and aligns with customer needs. These data intervals start being collected as soon as the technician fixes the meter to the wall. Having fast, efficient workflow from the initial tech installation to delivering data to the market is therefore critical.

Key challenges include capturing and sharing accurate field data in real time to enable more informed decision making by the technician in the field who can communicate seamlessly with the deployment team in the office. This includes supporting a mobile workforce across varied and remote geographies. The business needs to manage a geographically spread workforce efficiently, to not just improve first-time fixes for customers, but also to engage and empower the technicians.

"The continued growth in electrification means our customers rely on timely, trusted data," said Mike Hendry, Chief Technology Officer, Bluecurrent AU and NZ. "That makes first-time fix and real-time field visibility absolutely critical."



Solution: ServiceMax a 'suite' solution

From its launch in Australia eight years ago, Bluecurrent selected ServiceMax to meet its regulatory and operational goals. Today, the solution suite has evolved with ServiceMax mobile applications, significantly boosting reliability and data quality.

Bluecurrent has now deployed the full ServiceMax stack to meet its ongoing field service management requirements, including:

- **ServiceMax Core** provides a centralized system for scheduling, reporting, and compliance.
- **ServiceMax Go** gives technicians mobile access to jobs, data capture, and updates, across multiple device types.
- **Zinc** enables real-time communications, including urgent safety broadcasts and live troubleshooting.
- **ServiceBoard** helps dispatchers and planners optimize routes, schedule jobs, and manage regional workloads.

"Go's multi-platform support and real-time data sync means the right meter is installed, correctly, first time," added Hendry. "That's essential for safety, QA, and customer experience. Our technicians working in remote areas can use Zinc to troubleshoot in real time or receive urgent safety alerts with confirmation tracking, which is particularly valuable during extreme weather or equipment faults. And ServiceBoard provides our dispatchers with optimized job planning, particularly in regional areas where travel efficiency is key."



Results: Consistent, compliant, customer-centric service

With ServiceMax, Bluecurrent has significantly improved the quality and reliability of its field operations over time.

"With ServiceMax we can be efficient, compliant and confident that our technicians are robustly supported, and our customers are well-served," Hendry added.

Even during audits and operational reviews, field operations consistently emerged as the highest-rated component of Bluecurrent's service model.

Looking ahead

With energy transition and digitalization accelerating, Bluecurrent continues to explore ways to innovate through service. The company is investigating how artificial intelligence might further improve predictive maintenance and technician support and is expanding use of ServiceMax tools to improve sustainability outcomes and customer transparency.

"We're driven by our values to collaborate, innovate and deliver," concluded Hendry. "ServiceMax is helping us turn that into action across every community we serve."

RESULTS

- Real-time visibility of field operations
- Improved technician safety and responsiveness
- Greater data quality for internal QA and external reporting
- Faster communication and resolution of on-site issues
- Scalable, flexible configuration in response to regulatory changes



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Mike Hendry, Chief Technology Officer, Bluecurrent AU and NZ

Customer Quick Facts | Bluecurrent

Headquarters

Industry:

PTC Products

Technician footprint

Website

Auckland, New Zealand

Energy services / Smart metering / Data

ServiceMax Core, Go, Zinc, ServiceBoard

National, including remote regions

bluecurrent.com.au

