

Strategic AMI/AMR Deployment: Fort Worth Utility Infrastructure

An Executive Case Study on Serveiz Field Operations Excellence

Strategic Project Overview

Initiated in May 2019, the Fort Worth Meter Installation Project stands as a premier example of large-scale utility infrastructure modernization. This comprehensive program facilitates the deployment of advanced AMI/AMR metering technology across more than 275,000 residential properties.

To orchestrate this high-complexity initiative—which involves multi-vendor integration, large-scale field personnel management, intricate asset logistics, and high-volume operational data—the city leveraged the robust Serveiz field service platform to ensure precision, transparency, and operational excellence.



Project Scale & Scope

275K+

Residential Reach

Executed comprehensive AMI/AMR meter deployments citywide.

350K+

Work Orders

Facilitated high-volume installation management and delivery.

750K+

Assets Tracked

Maintained rigorous inventory control of all critical components.

3M+

Verification Images

Documented deployment quality through centralized visual assets.

The deployment successfully integrated over 500 field technicians across 6+ specialized contracting firms. Throughout the project lifecycle, Serveiz ensured operational excellence by delivering high-performance reliability, robust data integrity, and real-time synchronization across this massive utility infrastructure initiative.

Empowering Field Operations with the Serveiz App

The Serveiz mobile application served as the mission-critical interface for field technicians, driving operational efficiency and ensuring a comprehensive, immutable digital record for every installation activity.



Work Order Orchestration

Seamlessly manage, prioritize, and execute assigned field work orders.



Rigorous Documentation

Capture high-fidelity installation imagery and site verification data.



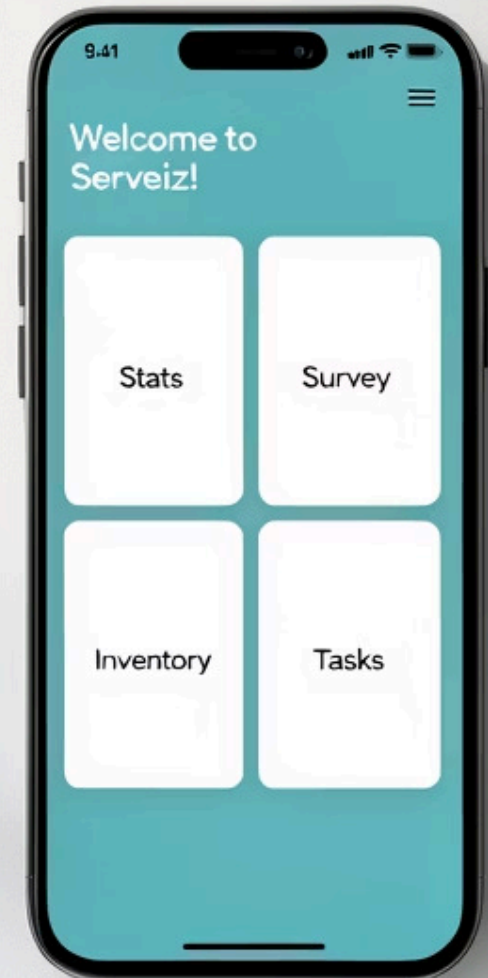
Precision Asset Tracking

Automate serial number logging for all meter and radio components.



Real-Time Synchronization

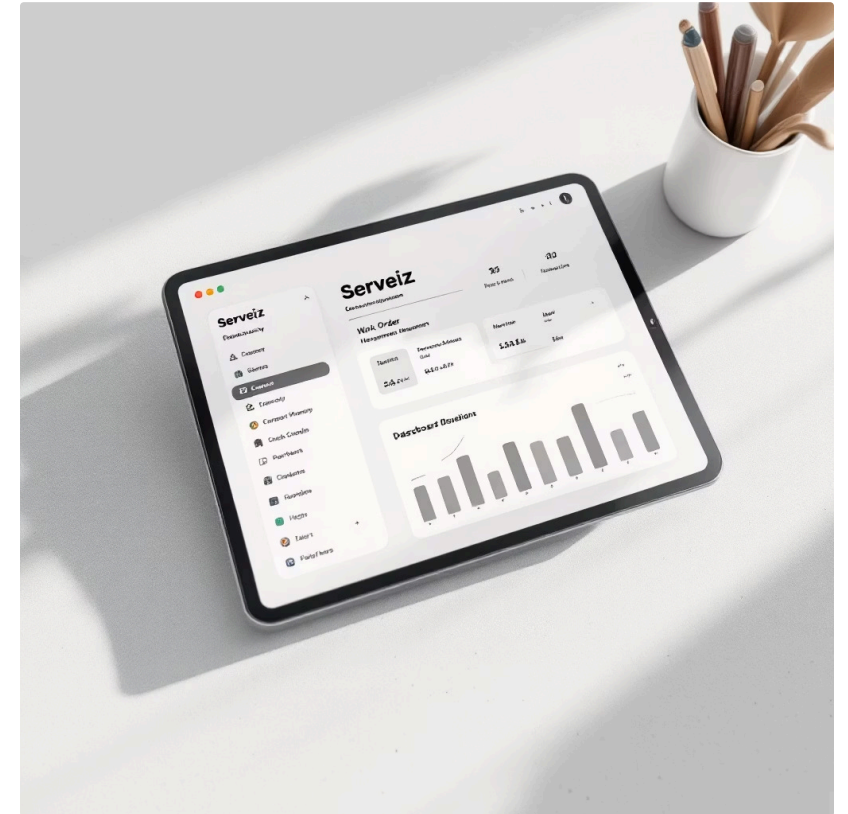
Maintain data integrity with instant cloud-based field documentation.

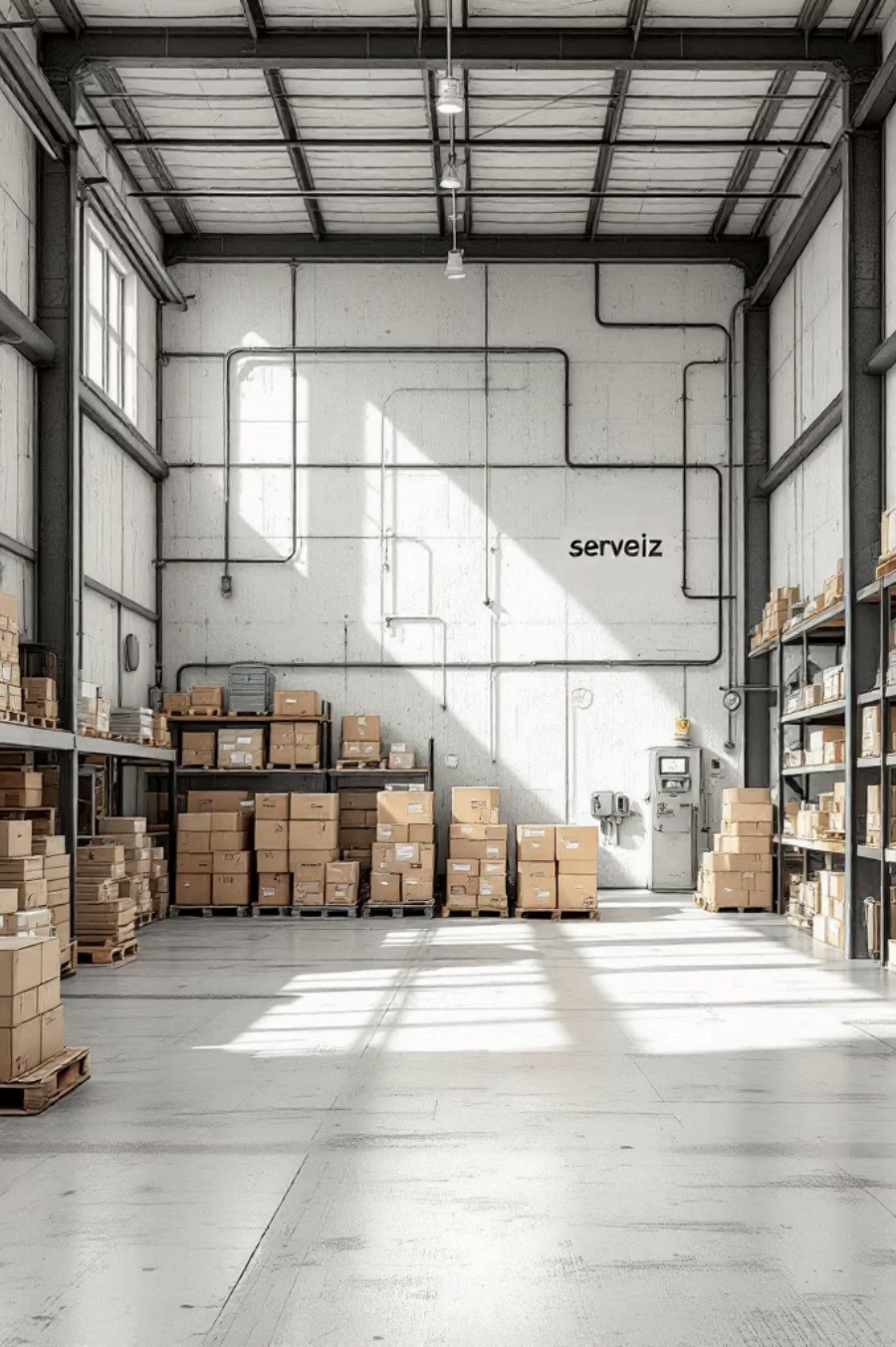


Enterprise-Grade Work Order Management

Serveiz orchestrated the deployment of hundreds of thousands of installations, maintaining a comprehensive, immutable audit trail for every engagement. Each work order serves as a centralized repository of critical intelligence, encompassing installation specifications, granular technician activity logs, multimedia documentation, and real-time execution status.

This rigorous framework ensures total operational transparency, full traceability, and absolute audit readiness for every installation conducted throughout the program.





Precision Inventory & Asset Accountability

Executing a large-scale deployment demands rigorous oversight of critical assets, including meters, communication modules, and specialized installation equipment. Serveiz delivers a robust framework for real-time asset management, providing comprehensive visibility across multiple warehouse nodes and contractor networks to ensure absolute operational accountability.



Enterprise Warehouse Visibility

Maintain real-time control over inventory levels and asset distribution.



Rigorous Asset Accountability

Enforce strict equipment check-in/check-out protocols for every technician.



End-to-End Asset Traceability

Eliminate discrepancies with total visibility across the entire device lifecycle.

Streamlined Multi-Vendor Deployment

At peak operational scale, the project coordinated over six distinct contractors and a field force exceeding 500 installers citywide. Serveiz provided a robust framework for centralized control, enabling seamless cross-vendor collaboration, granular warehouse segregation, and comprehensive contractor performance oversight.



Optimized Work Order Distribution

Dynamic assignment protocols ensure contractors receive only scope-relevant directives.



Granular Warehouse Segregation

Maintains independent inventory governance and full logistical accountability.



Rigorous Performance Analytics

Real-time monitoring of contractor operational efficiency and quality benchmarks.



Centralized Strategic Oversight

Provides authoritative, end-to-end visibility across all municipal deployment operations.

Governance & Role-Based Access Control

Serveiz enforces rigorous role-based access control (RBAC) to guarantee operational transparency while upholding the highest standards of data security and governance.



City Administrators

Command comprehensive oversight and analytics across all contractor operations.



Project Managers

Direct operational execution through advanced monitoring and automated reporting.



Contractors

Manage assigned work order lifecycles and associated inventory securely.



Technicians

Execute field installations with precision documentation and real-time tracking.

Seamless Integration & Robust Data Capture

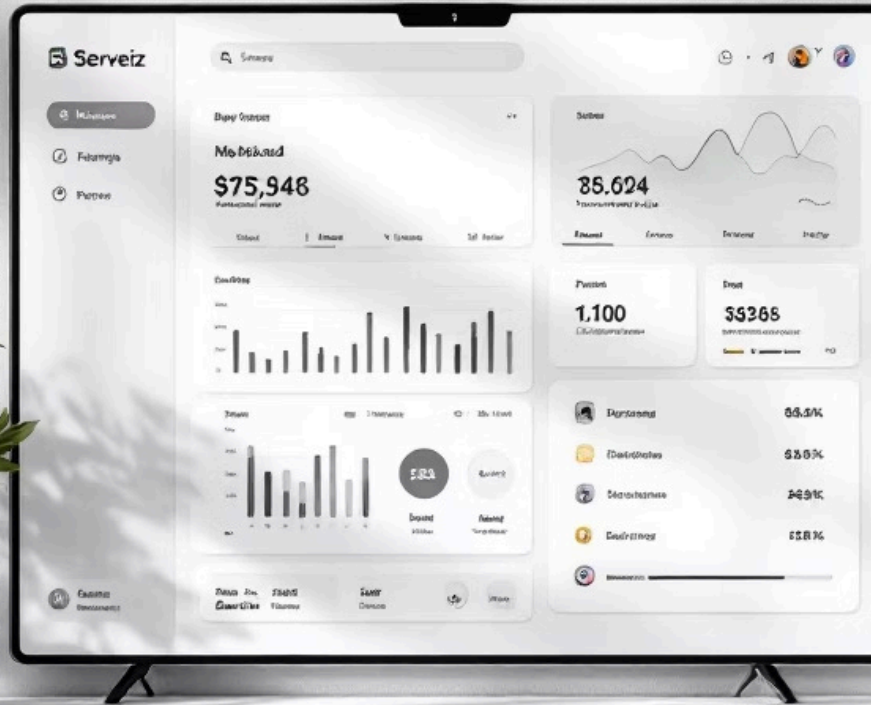
System Integration Architecture

Serveiz orchestrates seamless integration between core utility billing and customer management platforms, fundamentally optimizing the meter replacement lifecycle. The platform autonomously generates comprehensive swap reports during field operations, meticulously documenting legacy hardware metrics, new meter specifications, radio configuration details, precise installation timestamps, and associated technician and location metadata.

These validated data streams are synchronized directly into city billing architectures, ensuring absolute accuracy during meter transitions and maintaining continuous, uninterrupted utility operations.

High-Scale Field Data Management

Our deployment necessitated a sophisticated documentation framework to guarantee rigorous installation quality and regulatory compliance. Serveiz effectively processed over 3 million field images, supported real-time mobile data synchronization for hundreds of field technicians, and maintained a permanent, immutable audit trail for every installation, fortifying operational accountability.



Strategic Results & Operational Impact

Utilities partnering with Serveiz consistently realize significant operational efficiencies, achieving between 30% and 60% in cost savings through streamlined administrative processes and optimized field workflows.

Enhanced Productivity

Driving superior field efficiency

Billing Precision

Automated, error-free swap documentation

Comprehensive Verification

End-to-end installation auditability

Real-Time Oversight

Instantaneous operational transparency

Contractor Accountability

Rigorous performance monitoring

Inventory Accuracy

Precise lifecycle management

The Fort Worth initiative serves as a definitive case study in utilizing Serveiz to orchestrate complex, multi-vendor utility programs. Our platform delivers centralized, scalable cloud control, ensuring institutional standards and operational excellence at every stage of the infrastructure lifecycle.