Digital Workforce Enablement

Safer Crews, Faster Fixes, Day To Day Resilience

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KPMG in Romania | 2026

High Challenges for Utilities

Utilities are dealing with a mix of challenges, from aging equipment to a growing number of distributed energy resources and more frequent severe weather. As these pressures build, field operations are becoming harder to manage. To keep up, many organizations are turning to digital tools that help improve safety, boost first time fix rates, and speed up how they respond to outages.

Client Challenges in Workforce Management

Operations leaders in the utility sector need **mobile tools, AR-guided procedures,** and **AI-driven dispatching** to manage skills gaps, reduce truck rolls, and maintain compliance.

Client Actions to Support the Workforce

1. **Role-Based Mobile Platforms:** Developing crew applications that integrate with work management, inventory, Geographic Information Systems (GISs), and outage systems to provide field teams with the resources they need.
2. **Intelligent Dispatch:** Leveraging artificial intelligence to improve crew routes, manage parts availability, and prioritize tasks helps reduce response times and improve overall operational efficiency.
3. **Knowledge Capture & Standards:** Establishing digital standard operating procedures (SOPs) that incorporate embedded safety checks and automated documentation helps standardize best practices while enhancing compliance.
4. **AR/VR Training & Assisted Workflows:** Using augmented reality (AR) and virtual reality (VR) for training on rare, high-risk tasks, along with step-by-step overlays for intricate procedures, bolsters the skills of the workforce and reduces risks.

Common Risks and Oversights to Avoid

- **Lack of Alignment with Standard Operating Procedures:** Deploying new tools without aligning them with established standard operating procedures or incorporating crew feedback can lead to inefficiencies and resistance.
- **Neglecting Cybersecurity:** As digital solutions penetrate the workforce, it is crucial to reinforce cybersecurity measures on edge devices to protect sensitive information from increasing threats.
- **Insufficient Adoption Metrics:** Measuring success only through login rates fails to capture genuine engagement. It is essential to implement comprehensive metrics that evaluate user adoption and the efficacy of new tools in real-world scenarios.

Digital Tools Adoption

For many utilities companies, adopting digital tools to support the workforce has become a practical necessity for improving safety, efficiency, and day to day resilience. Many organizations are already taking steps in this direction, using technology to better manage the growing complexity of field operations. KPMG in Romania continues to work closely with clients as they navigate these changes, helping them manage the challenges that come with modernization while benefiting from the opportunities it creates. With a focus on teamwork, clear communication, and thoughtful execution, utilities companies can strengthen their ability to deliver reliable service in a rapidly changing environment.

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