

CUSTOMER STORY

Naturgy digitalizes renewable operations with Zinier's field service platform

COMPANY

Naturgy

INDUSTRY

Renewables

OPERATING IN

Australia



9 months

Full platform live

2.2GW

Renewable assets managed

Scalable

Platform built for growth

BACKGROUND

As part of its energy transition strategy, Naturgy is developing 2.2GW of renewable capability across Australia, spanning wind, solar and energy storage. With operations dispersed across multiple sites and managed through manual, siloed processes, Naturgy needed a solution to centralize operations, improve visibility, and support its long term growth plans.

Challenges

Naturgy needed a scalable platform to centralize its renewable operations, improve visibility across its solar, wind and battery sites, and reduce reliance on manual processes. The company sought a solution to address immediate operational inefficiencies and support continued growth as its renewable capacity expands.

- Reliance on manual, siloed processes across departments limited operational visibility.
- Inefficient inventory management for equipment supporting renewable generation sites.
- Time consuming compliance report generation in control room operations.

Solution

Naturgy partnered with Zinier to implement its cloud based, low code/no code field service management platform across its solar, wind and battery farm operations in Australia. The platform replaced manual processes with functionality covering emergency response, preventive maintenance, work order management and field workforce coordination, with the full solution live within nine months.

- ✓ Naturgy partnered with Zinier to deploy a field service automation platform.
- ✓ Configured additional modules for staff training, IT asset ticketing and equipment certification tracking.
- ✓ Full solution, including custom modules, implemented within nine months.

Expected Results

By implementing Zinier's platform, Naturgy has transformed its field operations across solar, wind and battery farm sites. Siloed processes are now consolidated into a single platform, giving leadership unified visibility while reducing the administrative burden and compliance risk associated with manual reporting.

- ✓ Improved operational oversight with unified visibility across solar, wind and battery farm operations.
- ✓ Stronger compliance through automated generation reporting and equipment certification tracking.
- ✓ Enhanced coordination across dispersed sites with centralized tracking of field teams and equipment.

Looking Forward

As Naturgy looks to expand its renewable generation into other countries, Zinier's platform will scale alongside its operations. The company can continue building new modules to support evolving business processes, compliance requirements and industry changes, with updates implemented rapidly through Zinier's low code/no code platform. This flexibility gives Naturgy the confidence to expand without rebuilding its solution.

- ✓ Naturgy is expanding its renewable generation footprint into new international markets.
- ✓ Zinier's flexible, low code/no code platform scales alongside Naturgy's operations without requiring a rebuild.
- ✓ Continued module development will support evolving compliance and business process requirements.

Conclusion

Naturgy's partnership with Zinier has modernized its renewable operations and positioned the company for continued growth. By replacing manual processes with a scalable digital platform, Naturgy has improved visibility, strengthened compliance, and built a foundation to support its expanding renewable portfolio.

About Zinier

At Zinier, we are committed to the success of the world's deskless workers. We are on a mission to enable these 2.7B deskless workers to achieve greater success for themselves and the world around them. Guided by this understanding, we orchestrate workflows that help field service organizations stay in full control of and have complete visibility into the field execution process.

Zinier is a cloud based field services platform, powered by Generative AI, that helps organizations improve efficiency of field techs while enhancing customer satisfaction. Our web and mobile app automates key back office tasks, provides technicians a seamless way to record their work in the field, and improves your customer experience. Through the use of no code tools, our platform offers you out of the box software to help scale operations and field execution workflows that can be tailored to meet your business process needs.